



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Disclosure Log Publication Coversheet

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

Application Details	
Ref. No.	CMTEDDFOI 2026-019
Date of Application	30 January 2026
Date of Decision	2 March 2026
Processing time (in working days)	21
Fees	N/A
Decision on Access	Partial Release
Information Requested (summary)	Information relating to technical issue of ACT Long Service Leave web application form.
Publication Details	
Original application	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Decision notice	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Documents and schedule	<input checked="" type="checkbox"/> Published <input type="checkbox"/> N/A
Decision made by Ombudsman	N/A
Additional information identified by Ombudsman	N/A
Decision made by ACAT	N/A
Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: Re: CMTEED FOI 2026-019 - rescoping proposal
Date: Friday, 30 January 2026 4:14:09 PM

You don't often get email from [REDACTED]. [Learn why this is important](#)

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Perfect, Thanks. I am happy to proceed re: the new date proposed.

Enjoy the weekend!

Sincerely,

[REDACTED]

[REDACTED]

On Fri, Jan 30, 2026, 4:00 PM CMTEDD FOI <CMTEDDFOI@act.gov.au> wrote:

OFFICIAL

Good afternoon [REDACTED]

Currently your worded scope will capture information well beyond the issues you are interested in, and the administrative effort will significantly exceed the legislated timeframes available to process the request. Below we have a slightly modified scope that we believe will get you all the documents you are after while being able to meet FOI processing time frames. The change to time frame from 1 January 2023 to 4 December 2024 to current will reflect when the Formation Customer Relationship Management (FCRM) system was introduced and the application web form put into use. Please see the potential rescope below:

Your original scope:

"Specifically, I request:

1. All bug reports, error logs, technical issue reports, or system fault documentation relating to the ACT Leave long service leave application web form for the period 1 January 2023 to present.

2. All internal emails, memoranda, reports, or communications between staff,

management, or technical teams regarding:

- Problems with the web form being unusable or preventing users from completing applications

- Staff complaints about the system's functionality
- Workarounds or alternative processes used when the web form fails
- Issues specifically related to the "lump sum payment" checkbox preventing form submission for the period 1 January 2023 to present.

3. All records of instructions or guidance provided to staff regarding:

- How to process applications when the web form has technical issues.
- Advising applicants to enter incorrect information to bypass system

errors (specifically instructing applicants to select "long serviceleave" instead of "lump sum payment")

- Any informal or undocumented processes for handling failed applications for the period 1 January 2023 to present.

4. All correspondence, meeting minutes, briefings, or reports to management regarding:

- The extent and impact of the web form issues.
- Staff raising concerns about the system in meetings.
- Decisions about fixing or replacing the system.
- Risk assessments related to the faulty system.
- Management responses instructing staff to maintain current workarounds for the period 1 January 2023 to present.

5. Statistics or data on:

- Failed, incomplete, or delayed long service leave lump sum payment applications due to technical issues
- Complaints received from community services workers unable to access their entitlements
- Processing times before and after the web form issues began.
- Number of applications requiring manual PDF processing due to web form failures for the period 1 January 2023 to present."

Proposed new scope:

"Specifically, I request:

1. All bug reports, error logs, technical issue reports, or system fault documentation relating to

the ACT Leave long service leave application web form for the period 4 December 2024 to present.

2. All internal emails, memoranda, reports, or communications between staff, management, or technical teams regarding:

- Problems with the web form being unusable or preventing users from completing applications*
- Staff complaints about the ACT Leave long service leave application web form functionality*
- Workarounds or alternative processes used when the web form fails*
- Issues specifically related to the "lump sum payment" checkbox preventing form submission for the period 4 December 2024 to present.*

3. All records of instructions or guidance provided to staff regarding:

- How to process applications when the web form has technical issues.*
- Advising applicants to enter incorrect information to bypass system errors (specifically instructing applicants to select "long service leave" instead of "lump sum payment")*
- Any informal or undocumented processes for handling failed applications for the period 4 December 2024 to present.*

4. All correspondence, meeting minutes, briefings, or reports to management regarding:

- The extent and impact of the ACT Leave long service leave application web form issues.*
- Staff raising concerns about the ACT Leave long service leave application web form in meetings.*
- Management responses instructing staff to maintain current workarounds for the period 4 December 2024 to present.*

5. Statistics or data on:

- Failed, incomplete, or delayed long service leave lump sum payment applications due to technical issues*
- Complaints received from community services workers unable to access their entitlements*
- Processing times before and after the introduction of the ACT Leave long service leave application web form.*
- Number of applications requiring manual PDF processing due to web form failures for the period 4 December 2024 to present."*

We have sent you the clarification request under section 34(3) of the *Freedom of Information Act 2016 (the Act)*. The processing of your request is on hold, and Processing time frames are under section 40(2)(b) of the Act.

Please provide your agreement or otherwise to this proposal via return email.

Should you have any queries in relation to your request please contact me by telephone on 02 6207 7754.

Many thanks and Kind regards

CMTEDD FOI Team

Ph: 6207 7754 | Email: CMTEDDFOI@act.gov.au

Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government

[220 London Circuit](#), Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | act.gov.au

A new smart form is being introduced for all ACT Government FOI access applications. Check here [Access ACT Government information - ACT Government](#)

From: [REDACTED]
Sent: Wednesday, 21 January 2026 4:20 PM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Subject: CMTEDDFOI 2026-019 - Freedom of Information Request - ACT Leave Web Form Issues

You don't often get email from [REDACTED]. [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear FOI Officer,

Please find attached my Freedom of Information request regarding technical issues with the ACT Leave long service leave application web form.

The request includes a detailed statement of my personal experience with the system failures. Please confirm receipt of this request. Thank you.

Sincerely,

[Redacted]

[Redacted]

From: [Redacted]
Sent: Wednesday, 21 January 2026 4:20 PM
To: CMTEDD FOI <CMTEDDFOI@act.gov.au>
Subject: CMTEDDFOI 2026-019 - Freedom of Information Request - ACT Leave Web Form Issues

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The request includes a detailed statement of my personal experience with the system failures. Please confirm receipt of this request. Thank you.

Sincerely,



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ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2026-019

[REDACTED]

via email: [REDACTED]

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST – NOTICE OF DECISION

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 30 January 2026. Specifically, you have sought access to the following information:

- “1. All bug reports, error logs, technical issue reports, or system fault documentation relating to the ACT Leave long service leave application web form for the period 4 December 2024 to present.*
- 2. All internal emails, memoranda, reports, or communications between staff, management, or technical teams regarding:*
 - Problems with the web form being unusable or preventing users from completing applications*
 - Staff complaints about the ACT Leave long service leave application web form functionality*
 - Workarounds or alternative processes used when the web form fails*
 - Issues specifically related to the "lump sum payment" checkbox preventing form submission for the period 4 December 2024 to present.*
- 3. All records of instructions or guidance provided to staff regarding:*
 - How to process applications when the web form has technical issues.*
 - Advising applicants to enter incorrect information to bypass system errors (specifically instructing applicants to select "long service leave" instead of "lump sum payment")*
 - Any informal or undocumented processes for handling failed applications for the period 4 December 2024 to present.*
- 4. All correspondence, meeting minutes, briefings, or reports to management regarding:*
 - The extent and impact of the ACT Leave long service leave application web form issues.*
 - Staff raising concerns about the ACT Leave long service leave application web form in meetings.*
 - Management responses instructing staff to maintain current workarounds for the period 4 December 2024 to present.*
- 5. Statistics or data on:*
 - Failed, incomplete, or delayed long service leave lump sum payment applications due to technical issues*
 - Complaints received from community services workers unable to access their entitlements*
 - Processing times before and after the introduction of the ACT Leave long service leave application web form.*

- Number of applications requiring manual PDF processing due to web form failures for the period 4 December 2024 to present.”

Authority

I am an Information Officer appointed by the CMTEDD Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act. I am dealing with this access application in accordance with section 21 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application within 30 days.

Therefore, a decision is due by **16 March 2026**.

Decision on access

Searches within CMTEDD records have identified 12 documents within the scope of your request.

I have decided to grant **full access** to **five** documents.

I have decided to grant **partial access** to **seven** documents.

The records identified as relevant to your application are listed in the schedule enclosed at **Attachment A**. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

The following publicly available documents were also identified as relating to your scope:

- [ACT Leave Annual Report 2024-25](#)
- [ACT Leave Annual Report 2023-24](#) (provides claims processing information before the introduction of the portal and Web form)
- [Statement of Intent 2025-26](#)
- [2024-25 Statement of Intent](#)
- [Long Service Leave \(Portable Schemes\) Act 2009](#) – (relevant sections Schedule 3, s3.9)
- [Long Service Leave Claim Form](#)
- [Long Service Leave Payment Only Claim Form](#)
- [Leaving the Industry Claim Form](#)
- [Total Incapacity Claim Form](#)
- [Deceased Claim Form](#) (note deceased claims can only be processed via a PDF form)

Release of documents

The information being released to you is provided at **Attachment B**.

Statement of Reasons

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below. In reaching my access decisions, I have taken the following into account:

- the Act
- the information that falls within the scope of your request
- *Human Rights Act 2004*
- ACT Ombudsman FOI Guidelines

As a decision maker, I am required to determine whether the information within scope is in the public interest to release. To make this decision, I am required to:

- assess whether the information would be contrary to public interest to disclose as per **Schedule 1** of the Act.
- perform the public interest test as set out in section 17 of the Act by balancing the factors favouring disclosure and factors favouring nondisclosure in **Schedule 2** of the Act.

Exemptions claimed

Schedule 1: Information taken to be contrary to the public interest

My reasons for deciding not to grant access to the information or components of information found within the records are as follows:

- *No relevant sections identified.*

Public Interest Test

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.

Schedule 2: Factors to be considered when deciding the public interest

Taking into consideration the information within 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'.

Factors favouring disclosure (Section 2.1)

- *Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.*
- *Section 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest.*

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 such as leave entitlements and enhance the government's accountability in the handling of such matters. The documents identified contain information relating to how long service leave lump sum payment applications are processed, which I consider to be of public interest.

I am satisfied that these factors favouring disclosure carry some weight. However, these factors are to be balanced against the factors favouring nondisclosure.

Factors favouring nondisclosure (Section 2.2)

- *Section 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*

- *Section 2.2(a)(xi) - prejudice trade secrets, business affairs or research of an agency or person.*

I consider that the protection of an individual's right to privacy, is a significant factor in the release of this information. Some information within your requested scope includes personal information of several third parties that if disclosed would reasonably be expected to prejudice their rights to privacy under the *Human Rights Act 2004*. As such this information has been removed. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved.

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. Document 3 and 4 have been partially redacted in accordance with this provision.

Having applied the test outlined in section 17 of the Act and deciding that release of some 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

Processing charges are not applicable for this request because the number of pages released to you is below the charging threshold of 50.

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 and my decision will be published on the CMTEDD disclosure log. Your personal contact details will not be published.

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 provided to you, 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
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 the CMTEDD FOI Team by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'K Stuart', is positioned below the 'Yours sincerely' text.

Katharine Stuart
Information Officer
Chief Minister, Treasury and Economic Development Directorate

2 March 2026



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
<p><i>“Specifically, I request:</i></p> <ol style="list-style-type: none"><i>1. All bug reports, error logs, technical issue reports, or system fault documentation relating to the ACT Leave long service leave application web form for the period 4 December 2024 to present.</i><i>2. All internal emails, memoranda, reports, or communications between staff, management, or technical teams regarding:</i><ul style="list-style-type: none"><i>- Problems with the web form being unusable or preventing users from completing applications</i><i>- Staff complaints about the ACT Leave long service leave application web form functionality</i><i>- Workarounds or alternative processes used when the web form fails</i><i>- Issues specifically related to the "lump sum payment" checkbox preventing form submission for the period 4 December 2024 to present.</i><i>3. All records of instructions or guidance provided to staff regarding:</i><ul style="list-style-type: none"><i>- How to process applications when the web form has technical issues.</i><i>- Advising applicants to enter incorrect information to bypass system errors (specifically instructing applicants to select "long service leave" instead of "lump sum payment")</i><i>- Any informal or undocumented processes for handling failed applications for the period 4 December 2024 to present.</i><i>4. All correspondence, meeting minutes, briefings, or reports to management regarding:</i><ul style="list-style-type: none"><i>- The extent and impact of the ACT Leave long service leave application web form issues.</i><i>- Staff raising concerns about the ACT Leave long service leave application web form in meetings.</i><i>- Management responses instructing staff to maintain current workarounds for the period 4 December 2024 to present.</i><i>5. Statistics or data on:</i><ul style="list-style-type: none"><i>- Failed, incomplete, or delayed long service leave lump sum payment applications due to technical issues</i><i>- Complaints received from community services workers unable to access their entitlements</i><i>- Processing times before and after the introduction of the ACT Leave long service leave application web form.</i><i>- Number of applications requiring manual PDF processing due to web form failures for the period 4 December 2024 to present.”</i>	<p>Reference NO. CMTEDDFOI 2026-019</p>

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-2	Email Correspondence: Wrong LP Claim form – Employer Declaration form – Online Portal	19 December 2024	Partial Release	Sch 2 s2.2 (a)(ii)	Yes
2	3-4	Change Request (enhancement) ACT-175	2024	Full Release		Yes
3	5-14	Change Request (enhancement) ACT-57	2025	Partial Release	Sch 2 s2.2 (a)(ii) and s2.2 (a)(xi)	Yes
4	15-20	FMS-71	2024-2025	Partial Release	Sch 2 s2.2 (a)(ii) and s2.2 (a)(xi)	Yes
5	21-25	Claims Processing SOP V1	2025	Full Release		Yes
6	26-30	Email Correspondence: RE Claims for retiring workers	24 January 2025	Full Release		Yes
7	31-33	Email Correspondence: RE Dynamic Claim Form Questions for LL (Lump Sum Payments)	27 March 2025	Partial Release	Sch 2 s2.2 (a)(ii)	Yes
8	34-38	3.6.1 Attachment A – Performance Measures Report	12 November 2025	Full Release	Outside Scope	Yes
9	39-42	Formal complaint – Delay in Processing ACT Leave Claim	21 January 2026 - 2 February 2026	Partial Release	Sch 2 s2.2 (a)(ii)	Yes
10	43-44	Bug ACT-318	Undated	Partial Release	Sch 2 s2.2 (a)(ii)	Yes
11	45	Claims Processing Procedure Visio diagram	Undated	Full Release		Yes
12	46-49	Long Service Leave claims – full entitlement SOP - Proposed Redaction	Undated	Partial Release	Sch 2 s2.2 (a)(ii)	Yes
Total No of Docs						
12						



FW: Wrong LP Claim form - Employer Declaration form - Online Portal - Worker: Sch 2.2(a)(ii)

From Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>
Date Thu 19/12/2024 3:57 PM
To Onny Ivy <Onny.Ivy@actleave.act.gov.au>

Hi Onny,

This issue will be resolved fairly promptly, the correct employer authorisation form just needs to be linked to the LP claim type.

Thanks

Tim Mitchell | Operations Manager
P. 02 6247 3900

ACT Leave
Trevor Pearcey House, 1/28 Thynne Street, Bruce
PO Box 264, Jamison Centre ACT 2614
actleave.act.gov.au

WE WISH YOU A SAFE AND HAPPY HOLIDAY SEASON

Our office will be closed from 12pm Tuesday 24 December 2024 until 8.30am Thursday 2 January 2025.



ACT Leave acknowledges the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

This email, and any attachments, may be confidential and privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>
Sent: Thursday, 19 December 2024 1:28 PM
To: Onny Ivy <Onny.Ivy@actleave.act.gov.au>
Subject: RE: Wrong LP Claim form - Employer Declaration form - Online Portal - Worker: Sch 2.2(a)(ii)

Hi Onny,

I've reported this issue to Jason (Project Team), so we'll await hopefully a prompt resolution by FTG. I'll keep you updated on the progress towards resolution of this problematic "Online Claims" issue.

Thanks

Tim Mitchell | Operations Manager
P. 02 6247 3900

ACT Leave
Trevor Pearcey House, 1/28 Thynne Street, Bruce
PO Box 264, Jamison Centre ACT 2614
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From: Onny Ivy <Onny.Ivy@actleave.act.gov.au>
Sent: Thursday, 19 December 2024 1:22 PM
To: Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>
Cc: Caitlin MacLeod <Caitlin.MacLeod@actleave.act.gov.au>; Milli Olivares <Milli.Olivares@actleave.act.gov.au>; Connie Cardew <connie.cardew@actleave.act.gov.au>; Tshering Norbu <Tshering.Norbu@actleave.act.gov.au>; Gillian Zhu <gillian.zhu@actleave.act.gov.au>
Subject: Wrong LP Claim form - Employer Declaration form - Online Portal - Worker: Sch 2.2(a)(ii)

Hi Tim

Please be advised that there is an online claim issue when a worker wish to submit a claim from the portal if they intend to take a payment claim type but the links from the portal only has a LS Employer Declaration form.

There fore they had to add a start date and end date on the claim form for the below worker, which they didn't need to and confused everyone.

Can you please ask FTG to remove a LS Employer Declaration form and replace with the correct link for LP claim type - Employer Declaration form?

2

Notes		New Note	View All
478186	EE confirmed on the phone they want to claim payment not leave, although on the portal ER Dec form linked them to LS ER Dec form instead of Lump sum ER Dec form. Confirmed we will process it as LP not LS.	18/12/2024	Connie Cardew
478172	Hi Onny, Please review and finalise claim. (Task #378015)	18/12/2024	Connie Cardew
345198	Phone Call - [Sch 2.2(a)(ii)] called to update his details and check his LSL entitlement. [Sch 2.2(a)(ii)] thinks his ER has recoded his service incorrectly as he has been a full time worker since about 2011 and has less than 220 days for the last couple of years. Emailed EE service history as requested [Sch 2.2(a)(ii)] will talk to his ER about his missing service and will contact the Authority if he requires a missing service form (Task #245519)	29/08/2017	Caitlin MacLeod
255797	Other - Added automatically 07/12/2009 (Task #156118)	31/03/2011	System Account

Regards

Onny

Onny Ivy | Benefits Manager

P. 02 6247 3900

ACT LeaveTrevor Pearcey House, 1/28 Thynne Street, Bruce
PO Box 264, Jamison Centre ACT 2614actleave.act.gov.au

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Created by ACT Jordon Hayden 7 months ago
Updated by ACT Tim Prince 4 days ago

Visible to issue readers

JIRA Ticket FMS-11 - LL claims - adding all service in the dynamic claim form

ACT Quotes

Project
ACT Leave

Reported-By
Jordon

StateDefault
Backlog

Priority
Minor

Type
Feature

Due Date
No due date

Area
Claims

Boards
Formation Support

Created September 19, 2024 at 1:47 AM

When using the dynamic claim form option for a payment/LL claim, I can see you select the lump sum payment option and then it will ask how much you want to claim.

Although this is clear if you are only taking partial service, I think this is not clear for the LL claim. The worker will either have to type in the full amount or they can type in all (which becomes all Leave).

In this case, can an extra sentence be added to explain this option. Something like, 'if you have ceased work and want to claim full entitlement, type all.'

Otherwise, I am worried workers will get confused on this

Would you like to take long service leave or receive a lump sum payment? *

Long Service Leave Lump Sum

How many days lump sum payment would you like to take? *

Minimum days to be taken is 14

Attachments 1 Hidden file 1

Sch 2.2(a)(ii) Updated 7 months ago

StateDefault: New → Quote

Updated 7 months ago

Tag: ACT Quotes



ACT Jordon Hayden Updated 7 months ago

Type: Task → Feature

Updated 5 months ago

Area: Claims

Updated about 2 months ago

StateDefault: Quote → Backlog










ACT Tim Prince Commented 4 days ago (edited)

This is being addressed under ACTL-57.

Created by ACT Tim M 10 months ago
Updated by ACT Tim Prince 4 days ago

Visible to issue readers  

★ Worker Portal - Online Claim Submission - Client Services Team/Benefits Team (Yeshi/Milli)

 Project ACT Leave	Reported-By Tim	StateDefault  FTG Reviewing  ...
 Priority Major	 Type Feature	Due Date 03/04/2025
 Area Claims	Boards 	

The CST has reported that some workers seem to have trouble in submitting an online claim via portal. The problem is that in some scenarios the "Submit Button" disappears when a worker proceeds through the application. Below are some likely reasons for the "Submit Button" as per the team members.

Reason 1 (as provided by Rohith):

If an employee submits all the required forms (e.g., Photo ID and ER Declaration) under the same drop-down menu (example : photo ID) and clicks on "submit," an error message appears stating, "Please upload a completed form of your employer approval for the period of long service leave (E1)." When they reselect the appropriate dropdown, the submit option disappears.

Below is a screenshot where an employee selected the same drop-down menu as Photo ID for all required documents:

Document
Photo ID - Employer Declaration Long Service Leave E1 - Employer Declaration Long Service Leave E1 - 20250313093523650.PDF
Photo ID - Photo ID - CamScanner 03-13-2025 11.39.PDF

Reason 2 (as provided by Yeshi):

If the employee saves the application as draft or the Benefits Team needs to revert the claim to draft from the Back Office and the worker comes back into the portal to

complete the application (or provide missing information), again the submit button doesn't appear.

Below are two recent example for workers who sent an email regarding the issue.

- **Sch 2.2(a)(ii)** - email sent on 15/03/20245
- **[REDACTED]** email sent on 17/3/2025

The Benefits Team have reported a separate issue with the online worker claim, when a worker submits a claim on the online portal and wants to claim LL, the worker has to answer 2 questions whether they want to claim all. Initially, the worker already ticked that they want to claim all to get to the LL claim type, so there shouldn't be an option later in the dynamic claim form.

The team has encountered multiple workers call or email confused as they wish to claim a final payout (Lump Sum) however, the online claim system will not let them select this option if they are not employed. The wording of lump sum payment is confusing the workers as this usually refers to a final payout, not a payment option which shouldn't be available if they are not working.

This means the worker has to select LS option which then forces them to answer the 2 questions above, on how much they want to claim which causes confusion for both the worker and the benefits team as they have provided a start date for their "leave".

In the interest of creating a user friendly dynamic claim form, the team has come up with 2 possible solutions to remove this confusion:

1. If the worker selects they are no longer employed, the form should skip would you like to take LSL or a lump sum payment and jump straight to, do you wish to claim ALL your long service leave if they say yes they should not have to provide a date because they are no longer working. If they select no, then it should ask them for a date range and ask them how much they want to claim.
2. Lump Sum payment option, should actually refer to a final payout and thus they should not need to answer any further questions as this is a claim all option already.

For all other claim types can the wording be changed from lump sum payment to payment claim to remove the confusion around this wording.

It would be appreciated if you could please investigate these multiple issues with view to remedy the position, so the "Submit Button" does not disappear from the draft claim application within the portal and the flow through claim process for LL claim type

outlined by the BT is revised to remove confusion and ensure a smoother flow through the online claim process.

Inward mentions 1



☆ M ACT-318 Worker shouldn't be able to submit a LSL claim for the leave period of less...

Attachments 9 Hidden files 8

VSDX

Claims process map
final 451 kB



Sch 2.2(a)(ii)

Commented 10 months ago

Hi **@ACT Tim M**

1. Issue 1, I checked the scenario on UAT, tried to add documents under the same drop-down menu as per description in the ticket, and I'm able to submit the claim. I believe this is no longer an issue. But please let me know if you encounter another report from Production.
2. Issue 2: cannot find the "submit button" if the claim is in "Draft" status, this has been fixed, and the fix has been in production in the release on 1/4/2025
3. Issue 3: the enhancement of claim form. This turns out to be a change request. ACT can send us a detail requirements regarding the required fields for different claim types. Then we'll come up with a quote for it.

Sch 2.2(a)(xi)

Sch 2.2(a)(ii)

If you wish to make changes or cancel your claim, please contact ACT Leave.

Claim Benefits

- You have requested to take 14 day(s) of leave between 02/04/2025 and 15/04/2025

Claim Info

Claim Type:	Claim - LS - Long Service Leave	Gross Amount:	\$3,336.72
Status:	Submitted	Tax Amount:	\$734.00
Date Received:	01/04/2025	Net Amount:	\$2,602.72
Proposed Payment Date:	To be Confirmed	This is an estimate only.	
Paid Date:	-		

Payee Details

Payment Method:	EFT Payment	Payee:	Sch 2.2(a)(ii)
Tax File Number:	Provided		
Account Name:	Test		
BSB / Account No.:	Sch 2.2(a)(ii)		
EFT Payment Description:	Pending		

Supporting Documents

You may use your smart phone to take a photo of these documents, or your computer to upload a scanned copy of these documents.

Document	FileType	Uploaded	Action
Employer Declaration Long Service Leave E1 - Expon8511064.XLSX	Employer Declaration Long Service Leave E1	01/04/2025 03:12 PM	X
Photo ID - Return Payment Notice-168298.PDF	Photo ID	01/04/2025 03:12 PM	X
Photo ID - Invoice277622.PDF	Photo ID	01/04/2025 03:12 PM	X

File Upload: Photo ID (dropdown) | No file selected | Browse | Upload

StateDefault: New → Client to Review

Sch 2.2(a)(ii)

ACT Tim M Commented 8 months ago (edited)

Hi Sch 2.2(a)(ii), apologies for not responding sooner on this outstanding ticket and thanks for investigating and where needed resolving Issues 1 & 2. In relation to issue 3, I do not see this request as a substantial change that requires a formal "Change Request", "Online Worker Portal" claims was always functionality that was to be built and delivered as part of the implementation of FCRM for ACT Leave. Please find outlined below the common change to be made in the workflow points for all 4 schemes:

Security

Workflow Diagram (Point 11) - workers not to be given the option of claiming part entitlement (number of weeks), only can claim full lump sum entitlement (making claim type LL - Long Service Lump Sum Payment or if made redundant claim type LR - Lump Sum Redundancy)

11.

Please state if you would like to claim your full entitlement, if not how many days or weeks Lump Sum payment you would like to take (min 2 weeks) [text box] and please sign below** [signature capture]

Construction, Services (Contract Cleaning) & Community

Workflow Diagram (Point 20) - workers not to be given the option of claiming part entitlement (number of weeks), only can claim full lump sum entitlement (making claim type LL - Long Service Lump Sum Payment or if made redundant claim type LR - Lump Sum Redundancy)

20. Please state if you would like to claim your full entitlement, if not how many days or weeks Lump Sum payment you would like to take (min 2 weeks) [text box] and please sign below** [signature capture]

Happy to discuss should any further clarification or explanation be required.

Thanks

JIRA Ticket FMS-71

StateDefault: Client to Review → FTG Reviewing



ACT Tim M Updated 8 months ago

Attachments: [Claims process map final.vsd](#)



ACT Jordon Hayden Commented 7 months ago

Do we have an update for this ticket?



Sch 2.2(a)(ii)

Commented 7 months ago

@ACT Jordon Hayden This ticket is under review. We'll keep you posted.



ACT Jordon Hayden Updated 5 months ago

Area: Claims



ACT Jordon Hayden Commented 5 months ago

Ticket changed to Major as it affects multiple accounts.

Priority: Normal → Major



Deleted User Updated 5 months ago

Description changed: [Details](#)



Sch 2.2(a)(ii)

Updated 5 months ago

Type: Bug → Feature



Sch 2.2(a)(ii)

Commented 5 months ago

Hi **@ACT Tim M** we have reviewed the Portal Claim workflow and compare it with the current portal claim process in FCRM, seeing that other steps are following the requirement and at **step 11** for SE or **step 20** for CON, SRV, COM:

- In case the worker chooses Lump Sum payment:
 - 11.1/20.1. If Yes, please help to clarify the requirement here - **Currently missing from the FCRM Portal claim form**
 - 11.2/20.2. If No, how many days or weeks Lump Sum payment would you like to take? - **Currently reflected in FCRM Portal claim form**

However, the requirements in the description of this ticket are new and would be a change request if you would like to proceed with these requirements.

Please let me know if further explanation is required.

Thank you.

Sch 2.2(a)(xi) Sch 2.2(a)(xi) Sch 2.2(a)(ii)

Sch 2.2(a)(ii) Sch 2.2(a)(ii)

You have another claim currently in progress that when paid will reduce the weeks available to claim. To calculate the weeks of leave available, please deduct the weeks of leave in your active claim(s) from the total shown below.

Application for claim

Are you missing any covered industry service in your service history? * Yes No

Are you currently employed in the Community Sector Industry? * Yes No

What date did you stop working with your most recent employer? *

Have you been made Redundant? * Yes No

Would you like to take long service leave or receive a lump sum payment? * Long Service Leave Lump Sum

How many days lump sum payment would you like to take? * Minimum days to be taken is 14

Back

StateDefault: FTG Reviewing → Client to Review

Sch 2.2(a)(ii)

ACT Tim M Commented 3 months ago

Hi @Sch 2.2(a)(ii), thanks for reviewing the Portal Claim workflow, in response to your question, when the process gets to **step 11** for SE or **step 20** for CON, SRV, COM:

- In case the worker chooses **Lump Sum payment (Claim Type LL/LR)**:
 - 11/20. If the worker has chosen Yes - **then the worker automatically gets all of their entitlement and does not get the option to choose a number of days/weeks (i.e. no further question is asked if "Lump Sum Payment" is chosen - see below):**

Sch 2.2(a)(ii)

You have another claim currently in progress that when paid will reduce the weeks available to claim. To calculate the weeks of leave available, please deduct the weeks of leave in your active claim(s) from the total shown below.

Application for claim

Are you missing any covered industry service in your service history? * Yes No

Are you currently employed in the Community Sector Industry? * Yes No

What date did you stop working with your most recent employer? *

Have you been made Redundant? * Yes No

Would you like to take long service leave or receive a lump sum payment? * Long Service Leave Lump Sum

How many days lump sum payment would you like to take? * Minimum days to be taken is 14

Back

As discussed, I do not consider this a change request, as we were not given the opportunity to thoroughly test this developed Portal Claim process in UAT prior to FCRM go-live, if we had been given the necessary required time to fully test this

process, we would've identified this problematic issue in UAT testing and had the issue resolved in the development stage. ¹²

Please let me know if further clarification and/or explanation is required.

FYI @ACT Tim Prince

StateDefault: Client to Review → FTG Reviewing



Sch 2.2(a)(ii) Updated 3 months ago

StateDefault: FTG Reviewing → To be discussed

Updated 3 months ago

StateDefault: To be discussed → Quote

Updated about 2 months ago

StateDefault: Quote → Backlog



ACT Jordon Hayden Commented about 2 months ago

@Sch 2.2(a)(ii) business has advised this is now good to quote, please proceed when able.

StateDefault: Backlog → Quote



Emma Nguyen Updated about 2 months ago

StateDefault: Quote → FTG Reviewing

Sch 2.2(a)(ii)

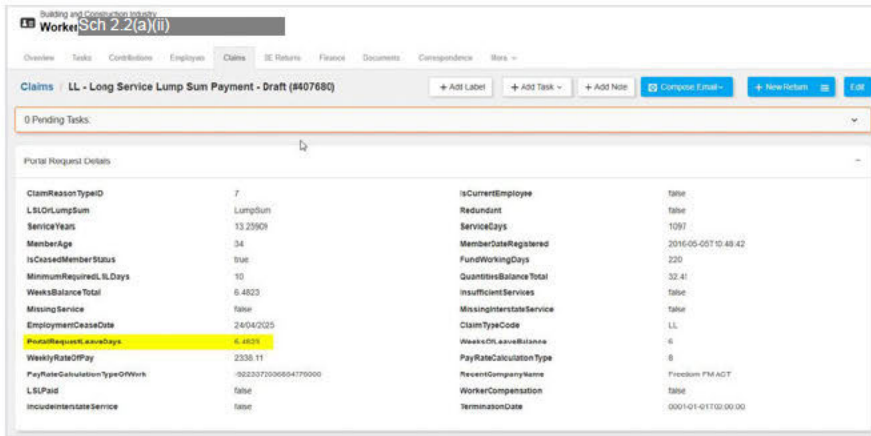
ACT Tim M Commented about 1 month ago (edited)

Hi @Sch 2.2(a)(ii), please find a list below of other issues with the online claim portal which need to be considered and included in quoted work (it's planned that this list will be added to with other issues being experienced with the online worker claim portal):

1. The online worker claim allows a worker to select a future date for their cease/termination date (which shouldn't be allowed). By asking this question **"What date did you stop working for your most recent employer?"** we're trying to determine if a worker is currently employed, the calendar should not allow a worker to choose a future cease date.
2. Workers choosing "Lump Sum Payment" and thus have ceased with their most recent employer, should be allowed to submit an online claim if their

residual entitlement is less than 2 weeks (which is not articulated correctly in current Claim Process Mapping).

3. Workers choosing "Long Service Leave" either employed or ceased, can submit an online worker claim for less than 2 weeks (i.e 10 days/14 days **Sch 2.2(a)(ii)**, which is not in accordance with the Claim Process Mapping).



ACT Tim M Updated about 1 month ago

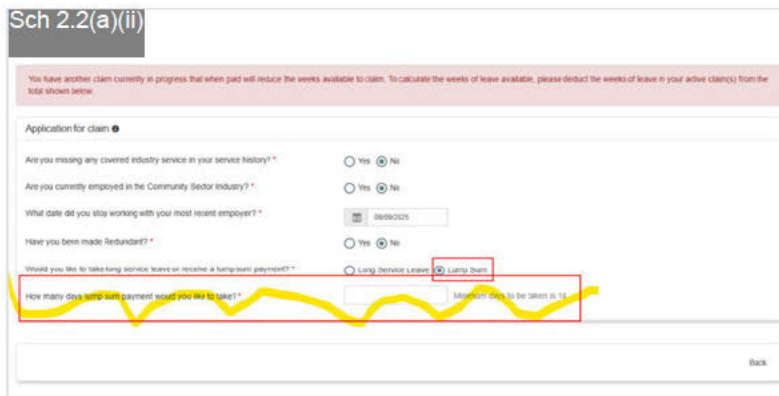
Attachments: [image6.png](#)



Sch 2.2(a)(ii) Commented 24 days ago (edited)

To summarise the changes requested:

- In case the worker chooses **Lump Sum payment (Claim Type LL/LR)**:
- 11/20. If the worker has chosen **Yes** - then the worker automatically gets all of their entitlement and does not get the option to choose a number of days/weeks (i.e. no further question is asked if "Lump Sum Payment" is chosen - see below):



- Workers choosing "Lump Sum Payment" and thus have ceased with their most recent employer should be allowed to submit an online claim if their residual entitlement is less than 2 weeks (Currently, the system doesn't allow Portal Claim to be submitted if worker's residual entitlement is less than 2 weeks)

- The online worker claim > "**What date did you stop working for your most recent employer?**" field shouldn't allow worker to choose a future date 14

Point 3 in TimM's latest comment is a bug that recently happened, and we'll fix it:

- Workers choosing "Long Service Leave" either employed or ceased, can submit an online worker claim for less than 2 weeks (i.e 10 days/14 days Sch 2.2(a)(ii) - which is not in accordance with the Claim Process Mapping).

cc **@ACT Tim M**

Sch 2.2(a)(ii)

ACT Tim M Commented 7 days ago (edited)

Hi @Sch 2.2(a)(ii), I confirm your above summation of the earlier identified and documented anomalies to-date within the "Online Worker Portal Claim" is correct.



ACT Tim Prince Commented 4 days ago

Hi @Sch 2.2(a)(ii) can you please proceed to provide a quote for these changes? Thank you

Spaces / ICT Service Managem... / RM-19 / RM-71

LL claim type is performing like a LS claim

+ ...

Key details

Description

Added new claim to work **Sch 2.2(a)(ii)**

Chose the LL (Lump sum payment type)

Noticed the claim benefits section did not pre-fill the information for the claim.

Clicked on claim benefits clearing service to see why it was not calculating the LL claim as the AR, TL, CP and DP claim types all automatically filled in this section.

Can see the LL claim is currently set up as a LS type as it demands I provide LSL dates. As this is a payout since worker should be ceased, this section should not be displaying this way.

Claims / LL - Long Service Lump Sum Payment - Draft (#2202512) / Ex

Claim Pay Details

\$ Weekly Pay Rate 1,353.42 Ten Quarters [Refresh Pay Rate](#)

Type Satisfy Leave Payment Only

Enter number of leave days 0

Claim Start Date

Claim End Date

Claim LSL/CLN Quantity Post 1993 Service To Claim

Service Days 0 3149 Service Days Available

LSL Days 0 52.34 LSL Days Available

LSL Weeks 0 7.4774 LSL Weeks Available

Alert

Claim Start Date is required
Claim End Date is required

[OK](#)

Recommendation [De-prioritise for delivery after go-live](#)

Recommendation provided by Tim Prince

Reasoning
None

Approvers Orny Ivy

Decision [De-prioritise for delivery after go-live](#)

Attachments 11



Linked work items

Add linked work item

Activity

All [Comments](#) History Work log

Add a comment...

Looks good! Need help? This is blocked... Can you clarify...? This is on track

Pre tip: press **M** to comment

Quote

Details

Assignee Unassigned [Assign to me](#)

Reporter Caitlin MacLeod

Labels None

Requirement Add text

Milestone Add option

Due date None

Other Ref ACT-57

Priority High

Parent EM-79 Claims

More fields Components

Automation [Rule executions](#)

Created July 16, 2024 at 10:24 AM
Updated December 11, 2025 at 11:19 PM [Configure](#)

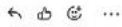
JH Jordan Robert Hayden
December 11, 2025 at 11:19 PM

@Tim.Mitchell advised that currently what has been discussed in ticket ACT-57 is not the whole scope of the issue and to be discussed with Tim Mitchell once quote is received.



JH Jordan Robert Hayden
December 4, 2025 at 3:15 AM

Youtrack ticket moved to state default: Quote, advised Emma



Sch 2.2 Tim Prince
December 3, 2025 at 5:24 AM

Yes, it can proceed to quote.



JH Jordan Robert Hayden
December 2, 2025 at 11:37 PM

@Tim Prince could you please confirm if this is good to proceed with quote?



JH Jordan Robert Hayden
July 8, 2025 at 5:48 AM

Refer to Youtrack Ticket YouTrack Ticket ACT-57 Worker Portal - Online Claim Submission - Client Services Team/Benefits Team (Yeshi/Milli)



Sch 2.2 Tim Mitchell
June 15, 2025 at 11:49 PM

FYI this issue of LL claim type performing like LS claim type is now canvassed and documented in YouTrack Ticket ACT - 57. Detailed examples of where the automated online claim process is direct workers down the wrong path at Point 20 for Construction, (Services (Cleaning) & Community workers and Point 11 for Security workers. Status with Ticket ACT-57 is "FTG Reviewing" latest update.



Sch 2.2 Tim Mitchell
February 21, 2025 at 3:58 AM (edited)

Hi @Caitlin.MacLeod, in line with Tim Prince's earlier request, can you please double please check if the LL - Lump Sum Claim option is still not working as intended, I today created the below claim through the worker portal and it was setup as an LL - Lump Sum Claim type?

Worker Portal

Sch 2.2(a)(ii)

Address Group	Term Date	Rate	Unit	Unit No
Construction	6/1/2025	11.00	1	1000
Security	6/1/2025	11.00	1	1000
Community	6/1/2025	11.00	1	1000
Construction	6/1/2025	11.00	1	1000
Security	6/1/2025	11.00	1	1000
Community	6/1/2025	11.00	1	1000
Construction	6/1/2025	11.00	1	1000
Security	6/1/2025	11.00	1	1000
Community	6/1/2025	11.00	1	1000

Back Office

Sch 2.2(a)(ii)

Unit ID	Unit Name	Address Group	Term Date	Rate	Unit	Unit No	Unit Type	Unit Status	Unit Category	Unit Subcategory	Unit Description
1000	Construction	Construction	6/1/2025	11.00	1	1000	Construction	Active	Construction	Construction	Construction
1000	Security	Security	6/1/2025	11.00	1	1000	Security	Active	Security	Security	Security
1000	Community	Community	6/1/2025	11.00	1	1000	Community	Active	Community	Community	Community



Sch 2.2 Tim Prince
January 8, 2025 at 4:40 AM

Hi @Tim.Mitchell and @Caitlin.MacLeod could you please confirm there is an adequate workaround to this issue (in the UAT environment)? I tested the claim type (test case in below comment), processing the claim through the online dynamic claim form and it did not produce an issue with processing the claim without the start and end dates. If the workaround works, I suggest this can be deprioritised.



Sch 2.2(a) Tim Prince
December 10, 2024 at 11:13 PM

Test in UAT 20/12/24 - If the claim is submitted via the online claim form, it should be able to be processed without the start and end leave dates (which are invalid for this claim type).

Test steps:

- 1. Online claim form submission

The screenshot shows the 'Applications for claim' form for Sch 2.2(a)(ii). It includes several questions with radio button options for 'Yes' or 'No':

- Do you have any (current or past) service pension?
- Do you have an existing holiday with an available replacement period that is not currently used or about to be used?
- Are you currently employed in Service (Working Regularly)?
- What date did you stop working with your most recent employer?
- Have you been made Redundant?
- Have you been 11 weeks long service leave in Service & being left unpaid?
- How many days have your payment weeks passed or will pass?

At the bottom, there are 'Submit' and 'Save' buttons.

- 2. Check Draft Claim submitted

The screenshot shows the 'Claim 11 - Long Service Lumpsum Payment' draft page. It includes a summary table and 'Claim Payment Details'.

Worker	Source	Created
Sch 2.2(a)(ii)	PS956	Tim Prince (20/12/2024 11:02:57)

Below the table, there are sections for 'Claim Payment Details' including 'Payment rate', 'Payment method', 'Assessment date', 'PS956 Account No.', and 'PS956 Payment Description'.

The screenshot shows the 'Claim Details' summary table with the following data:

Service Date	LSL Days	LSL Weeks	Amount
20/12/2024	14.00	2.0000	\$2,000.00
Total Gross	14.00	2	\$2,000.00
Total Tax			\$384.00
Total Net			\$1,616.00

Buttons at the bottom include 'Delete', 'Print', 'Return to Claim', 'Submit', and 'Cancel'.

- 3. Edited and added a Date Paid.

- 4. Reviewed and adjusted days to be taken (14 as per the online submission)

The screenshot shows the 'Claims' edit page for 'Long Service Lump Sum Payment - Draft'. It includes sections for 'Portia Request Details' and 'Claim Pay Details'.

Portia Request Details:

- Requested Start Date: [Empty]
- Requested End Date: [Empty]
- Days of leave requested: 14

Claim Pay Details:

- Weekly Pay Rate: 1,400.00
- Post Quarter: [Button]

Claim LSL/LSL Quantity Paid 1993 Service To Claim:

- Service Date: 7507
- LSL Days: 629.77
- LSL Weeks: 18.0175

Buttons at the bottom include 'Delete', 'Save & Close', and 'Cancel'.

Results: I was able to approve and verify the claim without the leave period start and end dates.

Results: I was able to approve and verify the claim without the leave period start and end dates.

Case ID	Case Type	Source	Version	MEMOID (S)	DATE	Yearly Rate	LSL Rate	Grat	Tax Amount	Net Pay	Case Qty	Sub
50271	Long Service Lump Sum Payment	Porte	20200654	20110104 (TP)	20102025	\$1,000.00	3	\$2,000.00	\$800.00	\$1,500.00	0	#1235

← 👍 🗨️ 📄 ⋮

LC Luke Cox
December 19, 2024 at 10:54 PM

Peer review
high priority, requirements need to be shpd for FTG quote, through January.

← 👍 🗨️ ⋮

LC Luke Cox
December 19, 2024 at 4:33 AM

Marked for peer review.
established work around appears straightforward and consistent.
I think the priority on this ticket is appropriate at this stage, and this can be delayed for implementation after M7.1, possibly alongside services scheme with M8.

← 👍 🗨️ ⋮

OI Onny Ivy
October 11, 2024 at 2:57 AM

Hello @Tim Prince - thanks for your assistance, your recommendation to de-priorities for delivery after go-live is granted!

← 👍 🗨️ ⋮

Sch 2.2(a) Tim Prince
October 11, 2024 at 12:14 AM (edited)

Hi @Onny Ivy I tested this scenario and it took 13 seconds to enter the LSL days. I do support this as a CR but for delivery after go-live. Since the legislative requirement is being met, this is not a show stopper for go-live. Are you happy for this to be pursued as a CR after go-live? If you have any further concerns, let's discuss it with TimM and Gabrielle.

← 👍 🗨️ 📄 ⋮

OI Onny Ivy
October 10, 2024 at 3:58 AM

@Tim Prince - a worker can't choose the number of days from an AR or TI claim. it is to take all service, exactly the same as what it should be for LL and LR claim types, this extended to all claim type for LR, TR, AT, CP, CR? Can you look into fixing this bug as this is a big volume of claim types to take all service and will be time consuming process. The days that we can select is only for LS or LP claim type.

← 👍 🗨️ ⋮

Sch 2.2(a) Tim Prince
October 10, 2024 at 3:23 AM (edited)

Hi @Onny Ivy during testing it has been identified that the LL claim type did not pre-fill the LSL days to be consumed by the claim. This appears to affect all Schemes. This is due to a minor mistake in our requirements i.e. dynamic claim form flow diagrams incorrectly indicated that LL was not a final payment type.

Impact:

- This means that processing officers will simply need to fill in the LSL days to be consumed by the claim. As they do for AR/TI claim types.
- The SOP will need to mention entering the LSL days to be consumed.

Since this is of minor impact to the business and was a minor mistake in the requirements, I recommend that this is deprioritised as a potential BAU enhancement.

Can you please confirm if you agree to this recommendation?

← 👍 🗨️ 📄 ⋮

Sch 2.2(a)(n) MH
September 10, 2024 at 11:57 PM

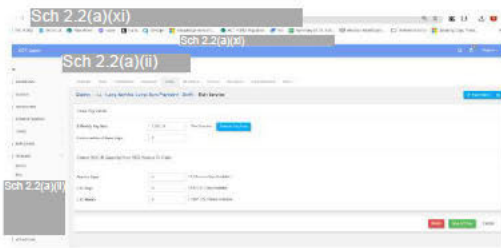
@Tim Prince @Jason Webster A few items have changed since the screenshot due to tickets being completed that aligned the product to previous requests.

This is where we are at now - LL - Long Service Lump Sum Payment is not considered a final payout claim type. BO user will need to manually enter the (full) number of days.

Sch 2.2(a)(ii) September 10, 2024 at 11:57 PM

@Tim Prince @Sch 2.2(a)(ii) A few items have changed since the screenshot due to tickets being completed that aligned the product to previous requests.

This is where we are at now - LL - Long Service Lump Sum Payment is not considered a final payout claim type. BO user will need to manually enter the (full) number of days.



We can change the flag so that it is considered a final payment. However, we need it to be the same behavior as the claims dynamic form. The process map provided shows question 20 which allows partial payment. If you still require the LL to be a final payment type, this will need to be a CR to ensure BO and Portal are aligned.



Reply icons

Sch 2.2(a)(ii) September 2, 2024 at 3:52 AM

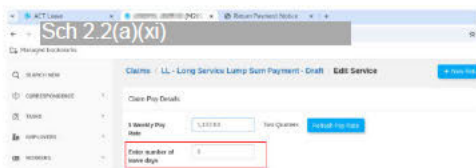
Please also note that in the claims process flow, it is NOT considered a final payment type. Have asked Leah if this is still possible, or will we need to change the flow if the system can't handle claim type not taking all service if it comes through the portal

Reply icons

Sch 2.2(a)(ii) September 2, 2024 at 3:45 AM

@Tim Prince will confirm with Leah re hiding the number of leave days

Note that the current build does NOT include the Claim start and end date. This was resolved in a separate ticket



Reply icons

Sch 2.2(a) **Tim Prince** 
August 29, 2024 at 5:45 AM

Hi @Monika Hao Is this a simple change in configuration? Or does it need to be a CR?

 **Caitlin.MacLeod**
August 29, 2024 at 3:59 AM

It is my understanding that LL was not on the spreadsheet with other final payout claims and hence this change request will be looked at post go live

 **Sch 2.2(a)(i)**
August 29, 2024 at 3:52 AM

This is a change to the requirements we handed over so suggested as a change request post Go Live



CLAIMS PROCESSING PROCEDURE

Policy group	Benefits Team
Policy reference number	TBA
Policy name	TBA POLICY

SECTION 1 - PURPOSE

1. This procedure supports the *Long Service Leave Act (Portable Schemes) Act 2009* by setting out the procedure for processing Benefit Claims. This procedure is to be used for:
 - a. Staff training
 - b. Onboarding of new staff
 - c. Cross-team training
 - d. Quality assurance and legislative compliance.

Scope

2. This procedure applies to all employees of ACT Leave including casual and temporary employees.

SECTION 2 – POLICY

3. Refer to the *Long Service Leave (Portable Schemes) Act 2009*, specifically:
 - a. Schedule 1 for Building and Construction Industry Claims
 - b. Schedule 2 for Services Industry Claims
 - c. Schedule 3 for Community Sector Claims
 - d. Schedule 4 for Security Industry Claims
4. This procedure does not correspond to any specific policy, however, is related to the following processes:
 - a. Claims Payable
 - b. National Reciprocal Agreements
 - c. Reimbursement to Employer Claims

SECTION 3 – PROCEDURE

PART A – Overview

5. The claims processing procedure refers to the administrative practices required to assess, process and issue payment of long service leave entitlements in accordance with the *ACT Long Service Leave (Portable Scheme) 2009 Act*.
6. The Benefits Team and Finance Team administer the payment of long service leave entitlements using:
 - a. Formation Customer Relationship Management (FCRM) - the entitlement management system
 - b. MYOB (refer to Claims Payable) – the finance management system.
7. FCRM system is the source of truth for worker entitlements. Based on the recorded information in FCRM and the details in the claim form, the Benefits Team is responsible for determining the entitlement amount to be paid, and when it is to be paid (i.e. Payment Date in FCRM).
8. The Finance Team is responsible for identifying FCRM claims scheduled to be paid at the next scheduled pay date and processing those payments through MYOB.

9. Claims are to be processed in line with the key performance indicator stated in the Statement of Intent (SOI) for that financial year.
10. For the purposes of this procedure, Claims have been categorised as follows:
 - a. **Standard Claims** – Standard Claims are submitted by an Employer, Worker or legal representative and do not follow any of the other claim types
 - b. **Complex and involved claims** – where information or data is incorrect, claims require additional information/investigation or consideration.
 - c. **Interstate Claims** – Claims submitted from an interstate jurisdiction (where interstate hosted) or claims submitted to ACT (ACT hosting) that need inclusion of another jurisdiction.
 - d. **Trustee or Deceased Claims** – Claims submitted involving a Trustee.
11. This procedure refers to additional information and training guides used to instruct the step-by-step processes in FCRM. These training guides include screenshots and instructions to assist officers using FCRM - [Training Guides](#) (SOP Supplementary information)

PART B – Claim processing

12. Refer to the Claims business process map.

Claim enquiries

13. In assessing a claim enquiry, Benefits Officers (BO) or Senior Benefits Officers (SBO) should refer to the Claims [Standard Operating Procedures](#).
14. Workers are encouraged to complete their claim via the online worker portal. The online claim process will determine the claim type based on the worker's response to the questions in the online process.
15. Where a worker's claim cannot be completed online, ACT Leave may provide a PDF or paper copy of the claim form.

Receiving and allocating claims

16. Claims can be received in two ways:
 - a. Via the worker online portal
 - b. On a completed claim form, either via email, post or in-person.
17. When a claim is received, the Benefits Manager (BM) allocates it to the processing officer – Refer [Benefits Manager Procedures](#).

Standard Claims

18. The BO/SBO conducts an initial assessment of the claim – Refer to relevant [SOP](#). The claim may be denied if:
 - a. The claimant has not reached an entitlement
 - b. The claimant is not requesting a minimum of two weeks of long service leave whilst employed.
 - c. The employer has already paid an entitlement directly to the claimant for the same period of leave under the *1976 Act* or another law prescribed by regulation ([See Reimbursement to Employers SOP](#)).
19. If the claim is valid, but is missing information, the BO/SBO will engage the worker or employer to rectify. The BO/SBO will contact the worker or employer as soon as is practicable once processing has commenced. The BO/SBO will follow up with the relevant party at least thrice before the follow up is escalated to the BM for further action. If the additional information cannot be sourced by the Benefits Team, the claim may be on hold, closed or cancelled and the worker advised to either resubmit the claim or wait until information have been resolved.
20. **Complex and involved claims** – Some claims may have additional complexities that need to be addressed by the BO/SBO when sourcing information from the worker or employer. This may include:
 - a. termination date (anticipated or out of cycle service)
 - b. redundancy information (if separation certificate cannot be provided)
 - c. workers compensation information which may impact the weekly rate of pay calculation

- d. the worker may need to complete a missing service claim/s (MSC) for further investigation if there appears to be a discrepancy in their recorded service. These claims can either be cancelled or put on hold until the discrepancy is resolved.
 - e. Discrepancy of long service leave dates as the worker's employers approved different date ranges.
 - f. ACT is hosting a claim with interstate service across multiple jurisdictions.
 - g. Claims with historical data/service
 - h. Inaccuracy in data transferred from older data systems (prior FCRM).
 - i. Educating worker/employers on the claims process so they understand their obligations or rights under the Portable Schemes Act.
 - j. Employer/s have paid some long service leave so reimbursement claim must be processed before worker claim is resolved.
21. Once all information is received, the claim is verified, and the relevant SOI measure commences.
22. BO/SBO processes the claim in FCRM – refer to relevant SOPs.
- a. [Full entitlement claims](#)
 - b. [Pro-rata claims](#)
 - c. [Deceased or Trustee claim](#)
 - d. [Interstate claim](#) (where another state is hosting)
23. Additional steps may be required to process a claim to completion – refer to additional training guides:
- a. [Anticipated/Out of cycle days](#) – the claimant may have reached an entitlement and/or ceased employment partway through the quarter, and service has not yet been reported to ACT Leave in a quarterly periodic return. Any service within this time must be confirmed with the employer. Wages must also be provided for out of cycle claims as these will deregister the worker account.
 - b. [Inactive](#) (Preserved) status worker account – this may be required if a deregistered worker (i.e. a worker with no recorded service in the last four years) lodges a claim for a preserved entitlement.
 - c. [Wage Change](#) – a wage change may be required when a worker has had a period of workers compensation for service recorded with ACT Leave greater than 6 months which has impacted their weekly rate of pay and their calculated benefit.
24. Once the information is complete, the claim is reviewed, and the status is marked as “APPROVED” in FCRM.
25. The claim is then “verified” as follows:
- a. The SBO verifies claims processed by the BO
 - b. The BM verifies claims processed by the SBO
 - c. The BM verifies all the reimbursement to employer claims – refer to [Reimbursement to Employer](#) procedure.
 - d. The BM verifies all cancelled claims.
26. The verified claim is assigned to a scheme “payment batch” in FCRM by the BM – refer to [Benefits Manager Procedures](#).
27. The BM generates a list of claims for payment each week. The list is sent to the COO as a task for review and approval.
28. Once approved, the COO confirms the claims for payment with the finance team, who complete processing and payment.

Interstate Claims

29. ACT Leave has at least one National Reciprocal Agreement (NRA) with every other state and territory in Australia.
30. As new portable long service schemes are commenced across Australia, these NRAs may be updated. It is best practice to check the Comparative Matrix Guide to see if an NRA is in place with that state
31. There are two kinds of interstate claims processed by ACT Leave (see [Interstate claim process](#)):
- a. ACT hosts the claim – this is when the current or most recent recorded service by the worker has been recorded in the ACT. ACT Leave will seek information from the relevant interstate

jurisdiction, process the claim if there is an entitlement, and seek reimbursement from the relevant interstate jurisdiction – refer to Interstate Claims training guide.

- b. Interstate jurisdiction hosts the claim – this is when ACT Leave receives a request from another interstate jurisdiction where the worker is claiming ACT service as part of a claim. The claim is assessed and if required, payment is made to the hosting interstate jurisdiction – refer to Interstate Claims training guide.

Trustee or Deceased claims

32. When a claim is lodged on behalf of a deceased person, the claim cannot be lodged via the online worker portal. Refer to [Deceased claims.docx](#)
33. Upon submitting the claim, the person (next-of-kin/Trustee/Solicitor) acting on behalf of the deceased must supply the following information in addition to the information required for a standard claim:
 - a. a copy of death/coroner certificate
 - b. a certified true copy of will (if available)
 - c. if will is not available, claimant is required to select the appropriate option in the claimant's declaration section
 - d. correctly completed bank details, i.e. funds must be deposited into a solicitor's trust account or into a bank account in the name of 'estate of the late deceased'. This may be negotiated on a case-by-case basis depending on the circumstances of the claim.
34. Once the claim is completed and approved by the processing officer, it is reviewed and verified by the BM/SBO.

Additional Processes

35. Occasionally, a claim may need to be cancelled, for reasons including (but not limited to):
 - e. Interstate jurisdiction requests cancellation of a claim
 - f. A worker has not reached an entitlement as they had anticipated. For example, the employer confirms the cease date was incorrect, and worker is no longer entitled.
 - g. Worker or claimant requests cancellation for personal reasons.
36. For claims to be cancelled prior to approval or payment, refer to [additional procedures](#).

Record keeping and document storage

37. Throughout the process, documents and records are received from relevant parties to confirm information related to the claim.
38. While a claim is being processed, all documentation is stored in SharePoint in a folder with the claimant's name and worker number.
39. Once the claim is ready to be approved by the processing officer, all documents are saved as a single PDF and saved in Workers documents page in FCRM.

SECTION 4 – GUIDELINES

40. In processing a claim, the responsible officer may need to use one or more of the following training guides:
 - a. Claims business process map
 - b. Claim and entitlement information (worker scheme entitlements, claim codes and claim forms)
 - c. Claim processing training guides
 - d. Receiving and Allocating Claims
 - e. Preliminary Entitlement Assessment
 - f. Taking leave claim
 - g. Long service leave payment claim
 - h. Lump sum payment
 - i. Total Incapacity claim
 - j. Leaving the Industry claim
 - k. Age retirement claim
 - l. Contractor Service
 - m. Process Payment Batch
 - n. Interstate Claims

- o. Deceased Claims.
41. Additional administration training guides
- a. Anticipated/Out of cycle Days
 - b. Deregistration of preserved worker account
 - c. Wage Change
 - d. Cancelling Claims.
42. If during the process of assessing a claim the employer is found to have paid an entitlement under the 1976 Act or a law prescribed by regulation, then refer to Reimbursement to Employers SOP.

SECTION 5 – GLOSSARY

43. For the purpose of this procedure:
- a. **The Delegate** – refers to the Chief Executive Officer and Registrar
 - b. **Manager or Supervisor** – refers to the position that the employee reports directly to
 - c. **Cross-Team Training** – refers to training that takes place across teams within ACT Leave to provide employees with the opportunity to better understand the roles and responsibilities managed by other teams, and to provide greater opportunity to access Higher Duties opportunities if the opportunities are not restricted to members of individual teams
 - d. **Employee** – refers to an officer, casual employee or a temporary employee engaged under the Public Sector Management Act
 - e. **Worker** – a person working in a covered industries and registered in accordance with the *Long Service Leave (Portable Schemes) Act 2009* who has service recorded with ACT Leave
 - f. **Employer** – an employer employing workers in a covered industry who is registered with ACT Leave per their obligations under the *Long Service Leave (Portable Schemes) Act 2009*
 - g. **Claim** – a request from a worker, or representative of, to receive an entitlement accrued by a worker under the *Long Service Leave (Portable Schemes) Act 2009*.

SECTION 6 – STATUS AND DETAILS

Status	Current	This displays the current status of the document – Draft, Current
Effective Date	3/11/2025	This displays the date on which this version of the document came into effect
Review Date	31/3/2026	This displays the date on which the review process for this version of the document is due to commence
Approval Authority	Chief Operations Officer	This displays the final approval authority for this version of the document prior to publication
Approval Date	3/11/2025	This displays the date on which the final approval was granted for this version of the document prior to publication
Expiry Date	31/3/2027	Where applicable, this displays the date on which this version of the document expired, or is due to expire
Policy Owner	Operations Manager	This displays the owner of the document
Author	Chief Operations Officer	This displays the original author of this version of the document at the time of approval and publication
Enquiries	Operations Manager	This displays the officer to whom enquiries about this version of the document should be relayed



[Draft] RE: Claims for retiring workers

From actleavecomplaints@actleave.act.gov.au
Draft saved Fri 13/02/26 4:27 PM

OFFICIAL

Hi Kristie

Your understanding is correct.

Thanks

Regards

Onny

From: Kristie McFarlane <kristie.mcfarlane@actleave.act.gov.au>
Sent: Wednesday, 22 January 2025 2:55 PM
To: Onny Ivy <Onny.Ivy@actleave.act.gov.au>; Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>
Cc: Daniel Laundess <Daniel.Laundess@actleave.act.gov.au>
Subject: Re: Claims for retiring workers

OFFICIAL

Thanks Onny - does this accurately describe the situation?

I am trying to claim my residual entitlement of less than 2 weeks, but am unable to do this in the portal, what do I do?

Under the Act, workers must take a minimum of 2 weeks of leave ([whilst still in the industry](#)), or the equivalent²⁷ payment, for each claim unless claiming their full entitlement.

If you are eligible to claim a residual entitlement of less than 2 weeks, you will need to submit your request manually. To do this, complete a PDF or paper form and send it to us by email, mail, or in person.

Kristie McFarlane | Acting Manager, Strategic Communications and Engagement

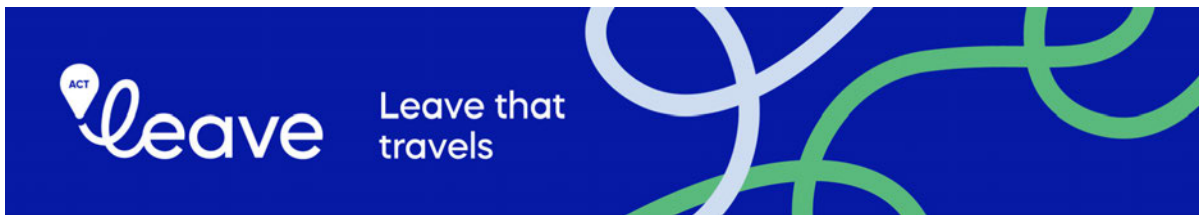
P. 02 6247 3900

ACT Leave

Trevor Pearcey House, 1/28 Thynne Street, Bruce

PO Box 264, Jamison Centre ACT 2614

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From: Onny Ivy <Onny.Ivy@actleave.act.gov.au>

Sent: Tuesday, 21 January 2025 3:11 PM

To: Kristie McFarlane <kristie.mcfarlane@actleave.act.gov.au>; Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>

Cc: Daniel Laundess <Daniel.Laundess@actleave.act.gov.au>

Subject: RE: Claims for retiring workers

OFFICIAL

Hi Kristie

Just clarifying to this morning staff updates in relation to a worker that can not submit claim via online worker portal if they have a residual entitlement of less than 2 weeks.

This is for **all worker claim types** that have entitlement of **less than 2 weeks entitlement**, not just for a retirement worker (over 55+).

1. Why can they not submit a claim online? Is this through the portal? – [This is FCRM function which prevents a worker to submit online claim from their worker portal.](#)
2. Can they submit via email? – [yes they can submit a claim form via email.](#)
3. What do we need them to know/do? [They can contact our office for assistance and we will navigate them to the type of claim they can submit from the portal.](#)

Please let me know if you require further clarifications.

Thanks

Regards

Onny

From: Kristie McFarlane <kristie.mcfarlane@actleave.act.gov.au>

Sent: Tuesday, 21 January 2025 12:28 PM

To: Onny Ivy <Onny.Ivy@actleave.act.gov.au>; Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>

Cc: Daniel Laundess <Daniel.Laundess@actleave.act.gov.au>

Subject: Claims for retiring workers

OFFICIAL

Hi Onny and Tim

I want to follow up on the comment made in this morning's staff meeting about workers being unable to submit a claim online within 2 weeks to their retirement.

Can you please elaborate on the issue, so I can determine whether we need to update information on the website?

1. Why can they not submit a claim online? Is this through the portal?
2. Can they submit via email?
3. What do we need them to know/do?

Thanks

Kristie McFarlane | Acting Manager, Strategic Communications and Engagement

P. 02 6247 3900

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[Draft] RE: Dynamic Claim Form Questions for LL (Lump Sum Payments)

From actleavecomplaints@actleave.act.gov.au
 Draft saved Fri 13/02/26 4:28 PM

Hi Millie, Yeshi & Caitlin,

I've raised a help desk ticket with FTG to investigate the issues you have both raised in relation to the issues experienced by workers when using the "Online Portal Claim". There are several parts to the current issues being experienced, but they have all been reported in the one ticket, with the view to have all issues resolved with the "Online Portal Claim" at the same time.

★ Worker Portal - Online Claim Submission - Client Services Team/Benefits Team (Yeshi/Millie)

The CST has reported that some workers seem to have trouble in submitting an online claim via portal. The problem is that in some scenarios the "Submit Button" disappears when a worker proceeds through the application. Below are some likely reasons for the "Submit Button" as per the team members.

Reason 1 (as provided by Rohith):

If an employee submits all the required forms (e.g., Photo ID and ER Declaration) under the same drop-down menu (example : photo ID) and clicks on "submit," an error message appears stating, "Please upload a completed form of your employer approval for the period of long service leave (E1)." When they reselect the appropriate dropdown, the submit option disappears.

Below is a screenshot where an employee selected the same drop-down menu as Photo ID for all required documents:

Document
Photo ID - Employer Declaration Long Service Leave E1 - Employer Declaration Long Service Leave E1 - 20250313093523650.PDF
Photo ID - Photo ID - CamScanner 03-13-2025 11.39.PDF

Reason 2 (as provided by Yeshi):

If the employee saves the application as draft or the Benefits Team needs to revert the claim to draft from the Back Office and the worker comes back into the portal to complete the application (or provide missing information), again the submit button doesn't appear.




Below are two recent example for workers who sent an email regarding the issue.

Sch 2.2(a)(ii) email sent on 15/03/2024
 mail sent on 17/3/2025

The Benefits Team have reported a separate issue with the online worker claim, when a worker submits a claim on the online portal and wants to claim LL, the worker has to answer 2 questions whether they want to claim all. Initially, the worker already ticked that they want to claim all to get to the LL claim type, so there shouldn't be an option later in the dynamic claim form.

The team has encountered multiple workers call or email confused as they wish to claim a final payout (Lump Sum) however, the online claim system will not let them select this option if they are not employed. The wording of lump sum payment is confusing the workers as this usually refers to a final payout, not a payment option which shouldn't be available if they are not working.

This means the worker has to select LS option which then forces them to answer the 2 questions above, on how much they want to claim which causes confusion for both the worker and the benefits team as they have provided a start date for their "leave".

Project	ACT Leave	
Reported-By	Tim	
StateDefault	New 	
Priority	Normal	N
Type	Bug	
Assignee	Unassigned	
Due Date	03/04/2025	
Boards	Formation Supp...	

Hopefully it will be actioned and resolved quickly, I will keep you monitored on progress towards resolution.

Thanks

Tim Mitchell | Operations Manager

P. 02 6247 3900

ACT Leave

Trevor Pearcey House, 1/28 Thynne Street, Bruce

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From: Milli Olivares <Milli.Olivares@actleave.act.gov.au>
Sent: Wednesday, 12 March 2025 8:54 AM
To: Tim Mitchell <Tim.Mitchell@actleave.act.gov.au>
Cc: Onny Ivy <Onny.Ivy@actleave.act.gov.au>; Caitlin MacLeod <Caitlin.MacLeod@actleave.act.gov.au>
Subject: Dynamic Claim Form Questions for LL (Lump Sum Payments)

Hi Tim,

When a worker submits a claim on the web portal and wants to claim LL the worker has to answer 2 questions whether they want to claim all. Initially the worker already ticked that they want to claim all so there shouldn't be an option later in the dynamic claim form.

We have had multiple workers call or email confused as they wish to claim a final payout (Lump Sum) however, the system will not let them select this option if they are not employed. The wording of lump sum payment is confusing the workers as this usually refers to a final payout, not a payment option which shouldn't be available if they are not working.

This means the worker has to select LS option which then forces them to answer the 2 questions above, on how much they want to claim which causes confusion for both the worker and the benefits team as they have supply a start date for their "leave".

In the interest of creating a user friendly dynamic claim form, we have discussed 2 possible solutions to remove this confusion:

1. If the worker selects they are no longer employed, the form should skip would you like to take LSL or a lump sum payment and jump straight to, do you wish to claim ALL your long service leave if they say yes they should not have to provide a date because they are no longer working. If they select no, then it should ask them for a date range and ask them how much they want to claim.
2. Lump Sum payment option, should actually refer to a final payout and thus they should not need to answer any further questions as this is a claim all option already.

For all other claim types can the wording be changed from lump sum payment to payment claim to remove the confusion around this wording.

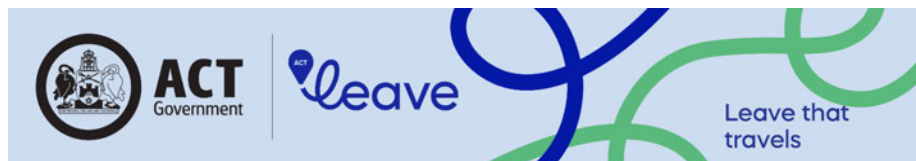
We know this is an issue, because this is a common question the benefits and client services team get asked.

Mil Olivares | Senior Benefits Officer

ACT Leave

Trevor Pearcey House, 1/28 Thynne Street, Bruce

PO Box 264, Jamison Centre ACT 2614



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Agenda Item 3.6.1

Performance Measures Report

Reporting Period: Most recent measure to 12 November 2025

- Each year ACT Leave develops a Statement of Intent, which is prepared in accordance with section 61 of the *Financial Management Act 1996*, and forms part of the ACT Government's annual budget development process.
- As the key performance indicators listed are formally reported to the ACT Government, it is important for the Board to remain informed of progress against these performance measures.
- Board-identified measures, which provide additional details against ACT Leave's five key objectives, are also included in the report.

Notes

All variance explanations are detailed in the Chief Operations Officer's Report.

As various measures are reported under different time periods depending on the measure, the reported period has been specified in the table below.



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Agenda Item: 3.6.1

Performance against Key Performance Indicators

The following table provides a year-to-date assessment of performance against the established key performance indicators described in ACT Leave’s Statement of Intent and other performance indicators identified by the Board.

Performance Measures				
Measure	Statement of Intent or Board Identified	Target and Reporting Period	Actuals	Comments
<h1>Outside Scope</h1>				



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Agenda Item: 3.6.1

Outside Scope



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Agenda Item: 3.6.1

Outside Scope

Objective 3: Ensure that payments to employees and contractors are made in accordance with the Act						
Percentage of long service leave payments to employees and contractors completed within 15 working days of receipt of a correctly completed and verified claim form.	Statement of Intent	100%	Scheme		%	
	Reporting Period	1 July 2025 – 31 October 2025 (YTD Results)	Building and Construction Industry		100%	
			Services Industry		100%	
			Community Sector		100%	
			Security Industry		100%	
Total		100%				
Percentage of employee and contractor claims paid within 21 calendar days.	Board Identified	100%	Scheme		%	
	Reporting Period	1 July 2025 – 31 October 2025 (YTD Results)	Building and Construction Industry		100%	
			Services Industry		100%	
			Community Sector		100%	
			Security Industry		100%	
Total		100%				
Percentage of reimbursements and refunds to employers paid within 15 working days of receipt of a correctly completed and verified application form.	Statement of Intent	98%	Scheme	% Result	Numbers	Where an employer pays a worker directly in accordance with the <i>Long Service Leave Act 1976</i> , the employer can seek reimbursement from ACT Leave. Where an employer has made an overpayment of a levy
	Reporting Period	1 July 2025 – 31 October 2025 (YTD Results)	Building and Construction Industry	92%	11/12	
			Services Industry	100%	12/12	
			Community Sector	100%	149/149	
			Security Industry	100%	143/143	



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Agenda Item: 3.6.1

			Total	99.68%	315/316	amount; they can seek a refund of the overpayment.
--	--	--	--------------	---------------	----------------	--

Outside Scope

Re: Formal Complaint – Delay in Processing ACT Leave Claim- Sch 2.2(a)(ii)

Dear Sch 2.2(a)(ii)

Thank you for your time on the phone this afternoon and your patience while I investigated your claim. I understand your frustrations at the amount of time it has taken to process your claim, and in particular, the lack of clarity around timeframes.

In response to your questions below:

What is the standard ACT Leave Authority process for assessing and finalising claims?

ACT Leave processes all Long Service Leave claims in line with the Long Service Leave (Portable Schemes) Act 2009 (the Act). This includes:

reviewing each claim to ensure details are complete and correct

confirming the person is eligible for the type of claim they have lodged

confirming key employment details with current and former employer when required, such as whether a long serve leave entitlement has been paid to the worker under another law or a related legally enforceable contract (e.g. under the Long Service Leave Act 1976 or under an Enterprise Bargaining Agreement)

Collating all information and processing the claim for payment, including quality assurance checks by a senior officer.

What is the expected or average timeframe for claim resolution?

The Benefits Team endeavour to assess each claim as soon as is practicable so they can commence sourcing additional information when required. Peak periods such as holidays may impact how long this takes. Once all the required information is received and the claim is complete, it is processed and paid within 15 working days.

In cases such as mine, where clarification is required from a former employer, what are the standard response and resolution timeframes?

Where additional information is required from an employer, the Benefits Team reach out to the employer as soon as they are aware of what information is needed. They follow up with the employer multiple times if required and may escalate the issue to the Benefits Manager. In your case, your previous employer has advised ACT Leave that you received a Long Service Leave payment from them. To ensure your entitlement is calculated fairly, we are required to confirm how much long service leave you were paid and if this impacts your potential entitlement from ACT Leave. Response times can vary between employers and there is no set timeframe. Unfortunately, we are unable to provide an exact timeframe for how long an employer may take to respond.

As discussed on the phone, feedback like yours helps us to review and improve processes to avoid these types of issues in the future.

A clear and specific timeframe for when my claim will be finalised and payment made.

I'm pleased to confirm that the team has processed your claim. It has been scheduled for payment on Thursday 5 February and may take up to 3 business days to arrive in your account. If you experience any difficulties with receiving your claim, please feel free to contact me directly.

Once again, I appreciate your understanding on this matter and apologise for the delay you have experienced.

Kind regards

Gabrielle

Gabrielle Austin | Chief Operations Officer

P. 02 6247 3900

ACT Leave

Trevor Pearcey House, 1/28 Thynne Street, Bruce

PO Box 264, Jamison Centre ACT 2614

actleave.act.gov.au

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From: ACT Leave Complaints <actleavecomplaints@actleave.act.gov.au>

Sent: Monday, 2 February 2026 8:36 AM

To: Sch 2.2(a)(ii) ACT Leave Complaints
<ACTLeavecomplaints@actleave.act.gov.au>

Subject: Re: Formal Complaint – Delay in Processing ACT Leave Claim- Sch 2.2(a)(ii)

Good morning Sch 2.2(a)(ii)

My sincere apologies for the delay in responding to your email.

I will investigate your complaint as a matter of urgency to provide you with the information you have requested below.

Kind regards

Gabrielle

Gabrielle Austin | Chief Operations Officer

P. 02 6247 3900

ACT Leave

Trevor Pearcey House, 1/28 Thynne Street, Bruce

PO Box 264, Jamison Centre ACT 2614

[actleave.gov.au]actleave.act.gov.au

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From: Sch 2.2(a)(ii)

Sent: Wednesday, 21 January 2026 11:54 AM

To: ACT Leave Complaints <ACTLeavecomplaints@actleave.act.gov.au>

Subject: Formal Complaint – Delay in Processing ACT Leave Sch 2.2(a)(ii)

Dear ACT Leave Authority Team,

I am writing to formally lodge a complaint regarding the length of time taken to process my ACT Leave claim and the lack of clear, substantive communication throughout this process. I do want to make clear that I am not complaining about Gillian specifically but more about the communication being provided and lack of timeframe being given for resolution.

I submitted my application in early December 2025 for payment covering the period from approximately 15/12/25 to 16/01/26. As of today, 21/01/26, I am still awaiting payment of my claim. Despite multiple follow-ups, I continue to receive generic, copy-and-paste responses that do not provide any meaningful update or clear timeline for resolution.

To outline the sequence of events:

On 18/12/25, I was advised via email that Sch 2.2(a)(ii) had been contacted to verify my long service period and any payments made and as such my claim was delayed until this was received. No timeline for response Sch 2.2(a)(ii) was given.

I followed this matter up several times thereafter.

On Friday 16/01/26, I was advised that ACT Leave had finally received the required information Sch 2.2(a)(ii) but that ACT Leave would first need to resolve how much was paid and reimburse the amount Sch 2.2(a)(ii) before my claim could be paid. No timeline given

On 21/01/26, after again seeking an update, I received another generic response with no clear timeframe, which has been extremely frustrating.

While I understand that the Christmas period may have contributed to some delays, the current timeframe goes well beyond what I believe is reasonable and is now directly affecting my livelihood. I do not feel that the handling of my claim to date has been fair or appropriate, particularly given the lack of transparency around process and timing.

I am therefore requesting the following information in writing:

What is the standard ACT Leave Authority process for assessing and finalising claims?

What is the expected or average timeframe for claim resolution?

In cases such as mine, where clarification is required from a former employer, what are the standard response and resolution timeframes?

A clear and specific timeframe for when my claim will be finalised and payment made.

I would appreciate a response that directly addresses the above points rather than a generic update. I am seeking clarity, accountability, and a prompt resolution to this matter.

Thank you for your attention. I look forward to your response as a matter of urgency.

Kind regards,

Sch 2.2(a)(ii)

Created by Emma Nguyen 3 days ago
Updated by Emma Nguyen 3 days ago

Visible to issue readers

☆ Worker shouldn't be able to submit a LSL claim for the leave period of less than 2 weeks

ACT - Code Fix Required

ACT Project ACT Leave	Reported-By TimM	StateDefault FTG Reviewing i ...
M Priority Major	B Type Bug	? Due Date No due date
? Area No area	Boards Formation Support x	

It is recently reported in [ACT-57](#) that workers can still submit a LSL claim through the worker portal even when the leave period is less than 2 weeks.

Sch 2.2(a)(ii)

You have another claim currently in progress that when paid will reduce the weeks available to claim. To calculate the weeks of leave available, please deduct the weeks of leave in your active claim(s) from the total shown below.

Application for claim

Are you missing any covered industry service in your service history? * Yes No

Are you currently employed in the Community Sector Industry? * Yes No

What date did you stop working with your most recent employer? * 26/01/2026

Have you been made Redundant? * Yes No

Would you like to take long service leave or receive a lump sum payment? * Long Service Leave Lump Sum

Do you want to claim all your portable long service leave? * Yes No

How many days long service leave would you like to take? * 7 Minimum days to be taken is 14

What will be your first day of leave? * 27/01/2026

What will be your last day of leave? * 02/02/2026

This ticket is to track & fix the defect.

The expected behavior should be: worker cannot submit an LSL claim through the worker portal if the leave period is less than 2 weeks.

Items mentioned here 1



★ M [ACT-57 Worker Portal - Online Claim Submission - Client Services Team/Benefits Team...](#)

Attachments 1 Hidden file 1



Sch 2.2(a)(ii) Commented 3 days ago

@ACT Tim M I create a separate ticket to track the defect.

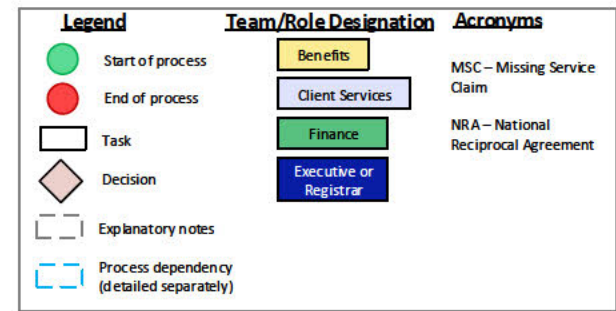
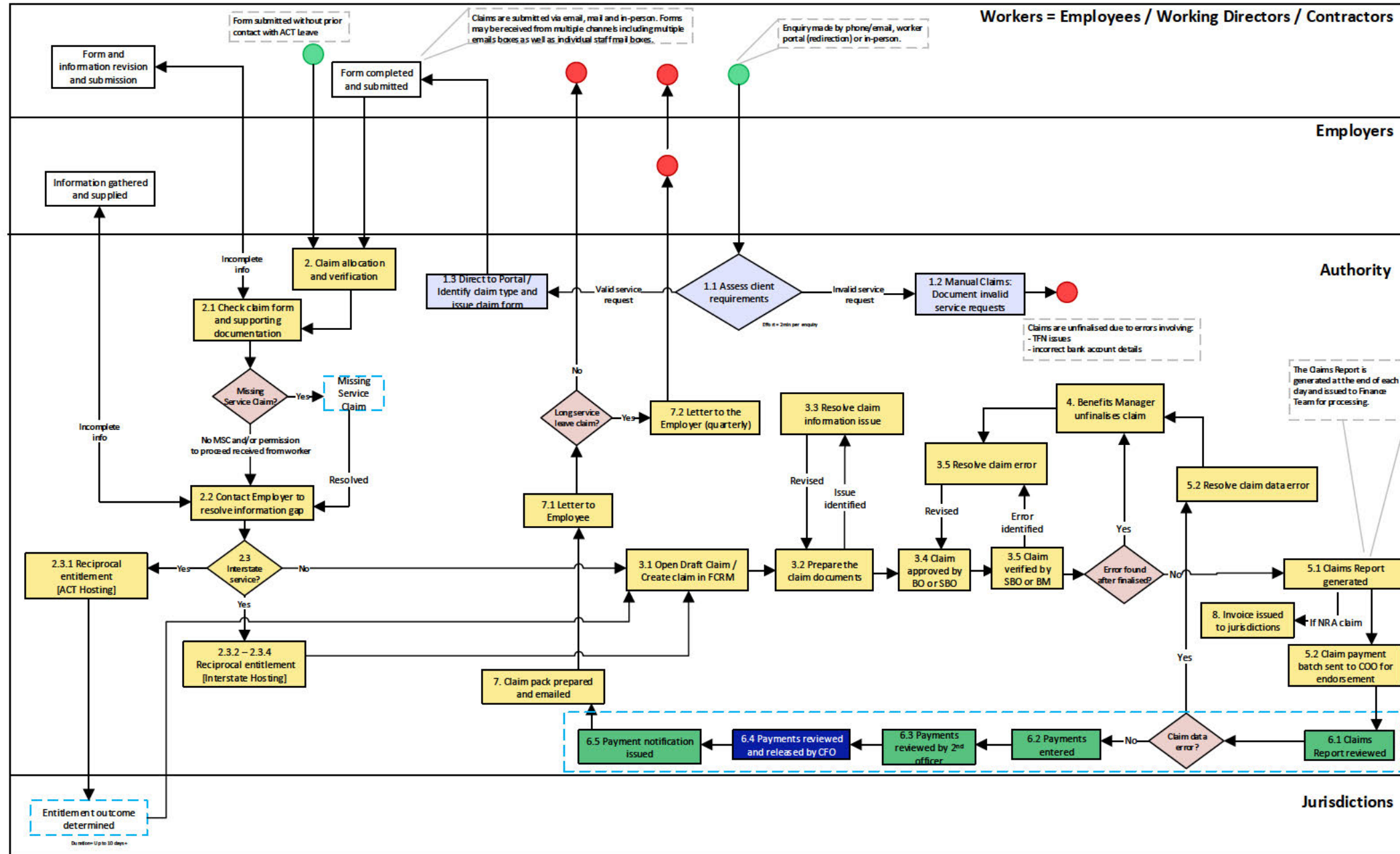
[ACT-57](#) is to track the change request.

Type: Task → Bug



Sch 2.2(a)(ii) Updated 3 days ago

Tag: ACT - Code Fix Required



Long Service Leave Claims (full entitlement) process

Processing claims – processing officers

1. Processing officer will find all new claims on their task dashboard (portal claims) or through their email correspondence (received via email, over the counter or post).

2. Click on the worker number to be taken to that page
3. For portal claims, click on claims and then select the active claim. For claims received from email, over the counter or post, press new claim and add details to system.

Preliminary entitlement assessment – processing officers

4. The processing officer will check all documentation for the claim type has been received and is in date/within time frames required. For example, drivers' licence or passport is current, employer declarations have been provided, and Employer Separation Certificate is valid.
5. Once documentation has been provided and confirmed, the processing officer will conduct a preliminary entitlement assessment. See [appendix](#) for claim types for assessment.
6. This includes, but is not limited to:
 - Span of the portable scheme for Aged Care/Waste Workers (1/07/2016). (Community/Cleaning)
 - A worker had service with only one employer for more than 5 years (365 days scheme only).
 - When an entity has higher accrual EBA or can qualify for LSL less than 7 years. (employer reimbursements)
 - Coverage issue/waiting for missing service to be recorded or resolved before claims can be processed.
 - A workers' employment situation has changed or waiting for qualifying period to reach for an entitlement.
 - If there is a significant increase/decrease of worker's weekly rate of pay. Contact employer to confirm why the wages have changed as it may be an error which will affect the entitlement.

Contact worker to resolve information gap

7. If the preliminary assessment indicates there is missing information, the officer will contact the employers to obtain worker information about, but not limited to:
 - termination date (see [anticipated or out of cycle service](#))
 - redundancy information (if separation certificate cannot be provided)

- workers compensation information which may impact the weekly rate of pay calculation
 - the worker may need to complete a missing service claim/s (MSC) for further investigation if there appears to be a discrepancy in their recorded service. These claims can either be cancelled or put on hold until the discrepancy is resolved.
 - Discrepancy of cease dates between worker claim form and system data.
 - ACT is hosting a claim with interstate service across multiple jurisdictions.
 - Claims with historical data/service
 - Inaccuracy in data transferred from older data systems (prior FCRM).
 - Educating worker/employers on the claims process so they understand their obligations or rights under the Portable Schemes Act.
 - Employer/s have paid some long service leave so reimbursement claim must be processed before worker claim is resolved.
8. If the worker attempts to lodge the claim through their portal and indicates there is missing service, the dynamic claim form will stop the process and advise them to complete a missing service claim. They will not be able to lodge the claim if they have ticked this option.
 9. Due to the time required to investigate and follow-up Missing Service Claims, workers can choose to process their claim without resolving the missing service. The worker can simply tick no to that question to continue with the process.
 10. Workers who choose to wait for their MSC to be resolved may do so because:
 - they wish to obtain their current rate of pay if the missing service is with their current employer, or
 - they don't have enough LSL entitlement to claim because of their missing service.

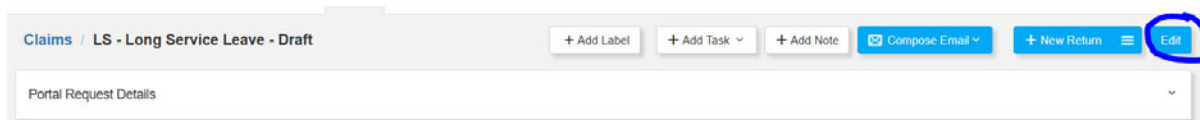
Email advising delay in payment

11. If a claim is delayed to an extent that it cannot be paid within 15 working days of receipt of the completed claim form, as a courtesy the processing officer will email the worker an update of the progress of the claim and the reason why payment has been delayed.
12. A delay template email is sent within 15 working days, detailing the reasons and the new (extended) payment date (if applicable).

Process Claim

13. Once all information has been received and anticipated days/out of cycle return days have been entered ([Link](#)), the claim is ready for processing.
14. Click on edit to add in the payment date for the claim, then use drop down menu to select date, then save and close to exit screen.

NB: Payment dates are usually on Thursdays, unless there is a public holiday or something else that interferes with this schedule.



Payment Details

Payment date *

Payment Date is required to submit

Method *

EFT

Account Name *

BSB *

Account Number *

<
Jan
>

<
2025
>

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Payee Details

Payee

15. On the claims screen, scroll to the bottom of the claims page and click submit.

Claim Benefits Construction Service

Pay Rate	\$2,578.21				
Taking Leave	06/01/2025 - 22/04/2025				
		Service Days	LSL Days	LSL Weeks	Amount
Scheme Service		2,470.77	73.00	14.6000	\$37,641.87
Total Gross		2,470.77	73	14.6	\$37,641.87
Total Tax					\$9,475.00
Total Net					\$28,166.87

Delete Decline Revert To Open Submit Cancel

Confirm



Are you sure you wish to submit this claim?

Cancel

16. The claim status has now changed from draft to approved.

Claims / LS - Long Service Leave - Draft

Portal Request Details

Claim: LS - Long Service Leave **APPROVED**

17. Processing officer to compile all documents into single PDF named Claim (number) and upload to worker documents page. Documents include:

- Yearly (Return period year)
- All employer (365 scheme)
- Overview
- Supporting documents/correspondence
- Claim sticker
- Payment schedule
- Claim form
- Employer declaration (one per current employer if employed)
- ID
- Employer separation certificate (redundancy online claims only)

18. Processing officer will go to the tasks menu to amend the task to request the claim to be finalised by the finalising officer. The due date should be the proposed payment date of the claim

Title

Please finalise claim

Notes & Links

Add a note...

Activity Log:

Task ID	378699
Status	Open
Entity	Sch 2.2(a)(ii)
Due Date	30/11/2025
Priority	Medium
Assigned To	