

ACT Leave Client Portal

Step-by-step guide for workers



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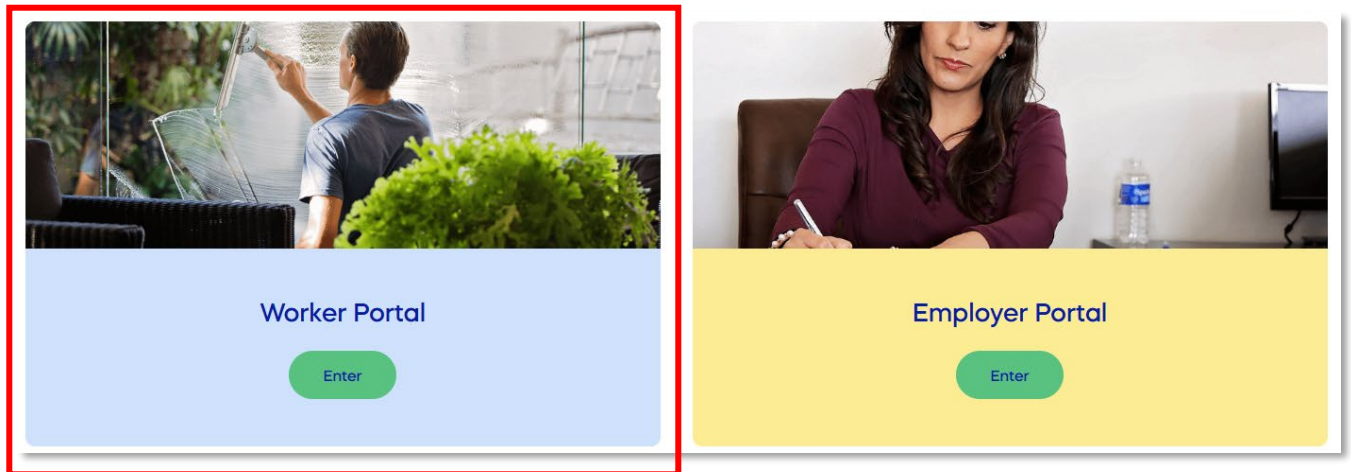
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Workers

If you are a Contractor or Working Director wishing to register with ACT Leave, please contact us to discuss your circumstances.

Register for online access

- Navigate to the [Client Portal](#) page on the ACT Leave website.
 - Select **Worker Portal**



- Select **Register for Online Access**

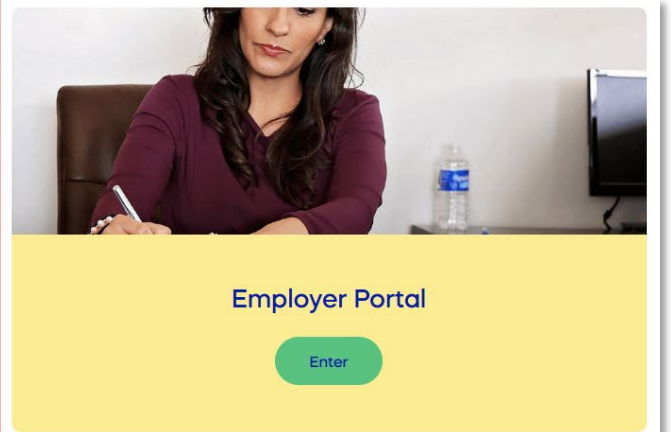
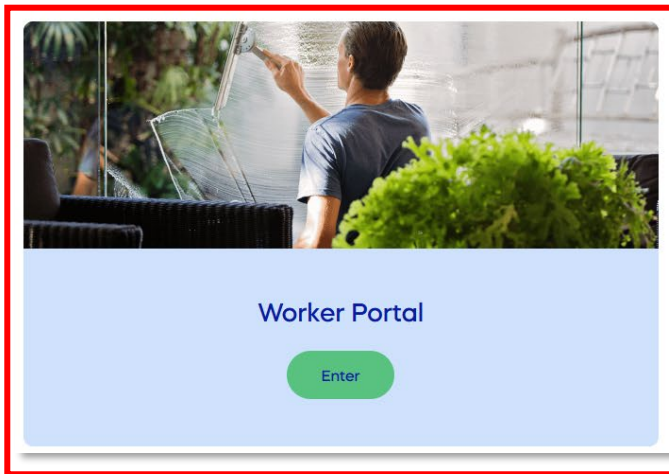
The image shows the ACT Leave login and registration page. At the top is the ACT Leave logo. Below it is the text 'Login to your account' and 'Enter your credentials below'. There are two input fields: 'Email or ID' and 'Password'. Below these is a blue 'Sign in' button with a circular arrow icon. Below the button is a link 'Forgot password?'. At the bottom, there is a link 'Register for Online Access' which is highlighted with a red box and a green arrow. At the very bottom, there is a text box with contact information: 'If you require further assistance please contact ACT Leave on 02 6247 3900 or enquiry@actleave.act.gov.au'.

- Complete your details. Note: If you do not know your **Worker ID**, please contact us
- Select **Next**
- Read and accept the **Terms and Conditions**
- Select **Save** and **Continue**
- Confirm your mobile, email address and preferred correspondence method
- Enter your password
- Select **Continue**

You can now access the worker portal.

Log in to the client portal

- Navigate to the [Client Portal](#) page on the ACT Leave website.
 - Select Worker Portal



- Enter your username and password
 - Select **Sign In**
 - A confirmation password will be sent to your email address, enter it here
- You are now logged in.

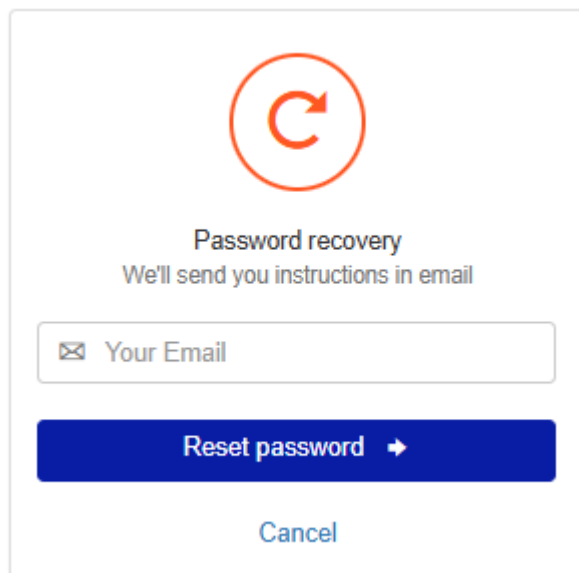
Reset your password

- If you can't remember your password, select **Forgot password**



The screenshot shows the ACT Leave login interface. At the top is the 'ACT leave' logo. Below it, the text 'Login to your account' and 'Enter your credentials below' is displayed. There are two input fields: 'Email or ID' and 'Password'. Below these fields are two buttons: a blue 'Sign in' button and a white 'Forgot password?' button, which is highlighted with a red rectangular border. Below the 'Forgot password?' button is a 'Register for Online Access' button. At the bottom, a text box provides contact information: 'If you require further assistance please contact ACT Leave on 02 6247 3900 or enquiry@actleave.act.gov.au'. A green arrow points from the 'Forgot password?' button towards the next step.

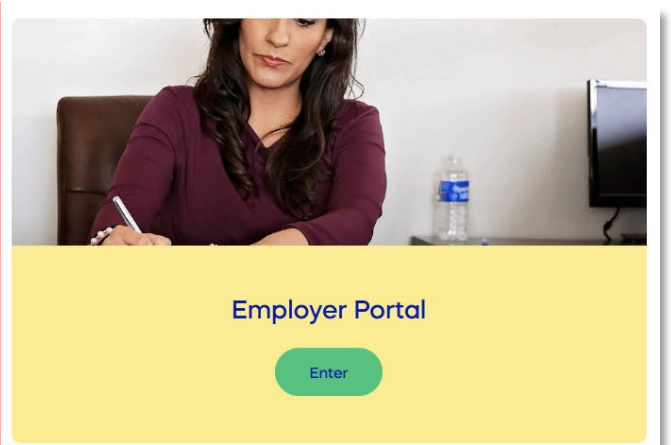
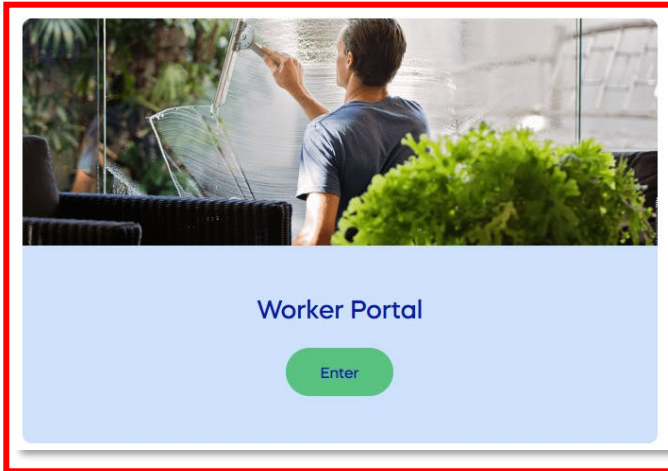
- Enter your email address and follow the instructions



The screenshot shows the 'Password recovery' form. At the top is a circular orange icon with a white 'C' and a curved arrow. Below the icon, the text 'Password recovery' and 'We'll send you instructions in email' is displayed. There is an input field with an envelope icon and the placeholder text 'Your Email'. Below the input field is a blue button labeled 'Reset password' with a right-pointing arrow. At the bottom is a 'Cancel' link.

Update your contact details

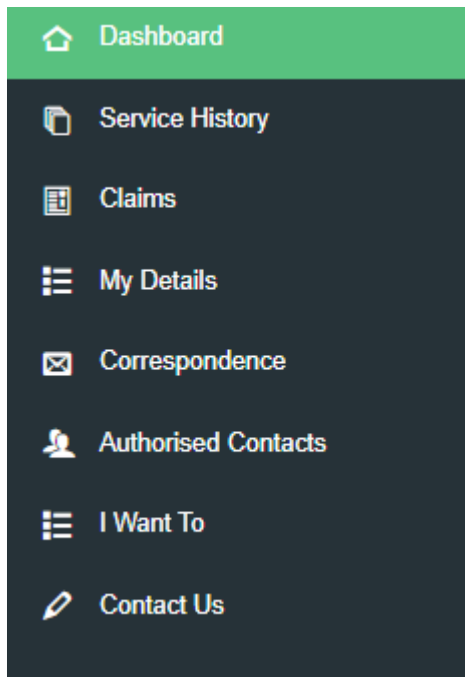
- Navigate to the [Client Portal](#) page on the ACT Leave website.
 - Select Worker Portal



- Login to the Worker Portal
- Select **My Details**
- Update your contact details on this page

The Worker Portal overview

The Worker Portal looks like this:



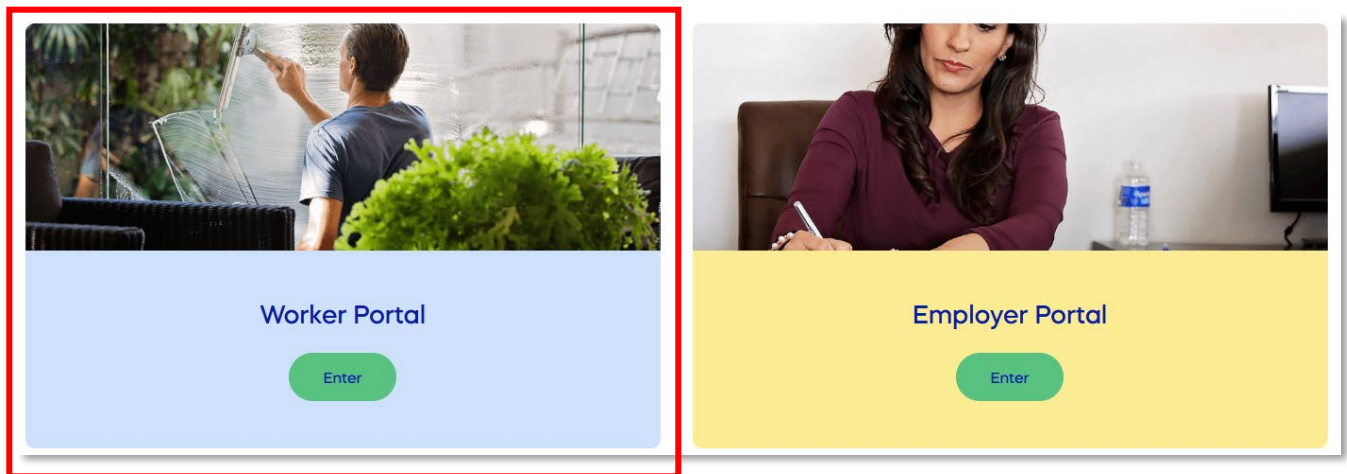
- **Dashboard** – The dashboard displays a summary of your data, including your current service
- **Service History** – This page shows a summary of service that has been recorded for you by your employers.

View Per Return Period Year ▼							
Year	Max Days	Recognised Service Days📅	Credit Days📅	Credit Days (Capped)📅	Acc Days (Capped)📅	Days Taken📅	Undaimed Service Days📅
2024/2025	365	92	92	92	4,335	0	4,335
2023/2024	365	365	366	365	4,243	0	4,243
2022/2023	365	365	365	365	3,878	0	3,878
2021/2022	365	338	338	338	3,513	0	3,513
2020/2021	365	365	365	365	3,175	0	3,175
2019/2020	365	346	530	346	2,810	0	2,810
2018/2019	365	365	560	365	2,464	0	2,464

- **Claims** – This page can be used to check your service and to make a claim for long service leave
- **My Details** – This page can be used to check and update your details, including personal details, addresses, passwords and security questions
- **Correspondence** – This page shows a record of all correspondence between you and ACT Leave, including documents that have been uploaded
- **Authorised Contacts** – You can use this to page to view and update details of third-party contacts, for example a spouse, accountant or family member.
- **I Want To** – This page has a number of subheadings:
 - **Investigate Missing Service** – If you have worked in a covered industry, a there is service missing from your service history, you can use this form to notify us so we can investigate
 - **Register Interstate Service** – if you have worked in the same industry in a different state, there may be a reciprocal scheme between ACT Leave and that state. Please include the details on this page so we can investigate
 - **Upload Supporting Document** – Use this to upload documents to ACT Leave
 - **Contact Us** – This page contains our contact details.

Check your entitlement

- Navigate to the [Client Portal](#) page on the ACT Leave website.
 - Select Worker Portal



- Log in to the **Worker Portal**
- A summary of your service can be found on the **Dashboard**

Your Account Balance

Service Years

7.59 Service Years

5

When you reach 1,825 Service Days (5 years), you will be able to take 4.3335 weeks of leave. After 5 years you will earn 0.8667 weeks of leave for every 365 Service Days (1 Year)
If you reach 1,825 Service Days (5 years) and stop performing eligible work you can claim a pro-rata payment.


Current Termination Entitlement (Weeks): 6.5798
Current Leave Entitlement: 6 Weeks & 4 Days
Actual Years Service (Based on 365 days): 7.5918 Years
Average Weekly Wage: \$832.38

* The entitlement shown above has been calculated from information provided by your employer(s). ACT Leave is required by law, to make amendments to any incorrect information received, which may alter the entitlement displayed. If you have provided us with interstate service statements, your interstate service has been added to your entitlement, but is an estimate only and will be confirmed when you make a claim.

- Visit your relevant industry page on the [ACT Leave website](#) for more information about your entitlements.

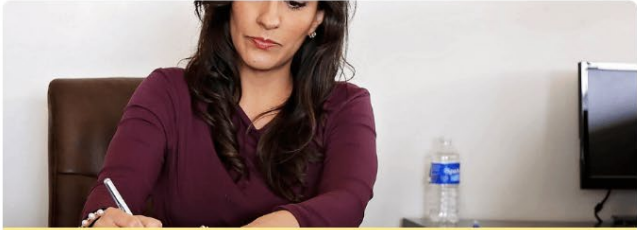
Claim a benefit

- To claim a benefit, navigate to the [Client Portal](#) page on the ACT Leave website.
 - Select Worker Portal



Worker Portal

Enter



Employer Portal

Enter

- Log in to the Worker Portal
- Select **Claims** > **New Claims** to commence a claim for Long Service Leave

WORKER, Test ▾

New Claim

Years, Days	Days	Weeks
2y, 18d	458.00	2.7064
0y, 0d	-	-
2y, 18d	458.00	2.7064
		458
		2.08

- Complete the form, attach all required supporting documentation and **submit**.

Application for claim

Are you missing any covered industry service in your service history? *

☐ Yes ☒ No

Are you currently employed in Community Sector Industry? *

☐ Yes ☒ No

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

dd/mm/yyyy

Have you been made Redundant? *

☐ Yes ☒ No

File Upload

Photo ID

No file selected

Browse

Upload

File Upload

Employer Declaration Long Service Leave E1

No file selected

Browse

Upload

- For more information about your entitlements and how to claim a benefit, visit 'claim a benefit' under the relevant industry page on our [website](#).

Payment

- If leave forms are submitted well in advance, and no further information is needed to process your claim, payment will usually be made within 10 working days before your leave start date.
- For lump sum and leaving the industry claims, payment will be processed usually within 10 working days of us receiving and confirming all information with your past employer/s or interstate jurisdictions. There is a mandatory 20 week waiting period from the date you stopped working permanently in the industry for any claims made on leaving the industry permanently.