Welcome we will begin at 1.30pm

Australian Government

Coal Mining Industry
(Long Service Leave Funding) Corporation

EMPLOYER CONNECT

27 March 2025

COAL LSL

Acknowledgement of Country

We come together on the traditional country of the Awabakal and Worimi peoples.

I would like to acknowledge the Traditional Owners and Custodians throughout Australia and their continuing connection to land, water and community.

I pay my respects to First Nations people, their Elders past, present and emerging; and recognise the diversity of First Nations people and community across Australia.

I would like to extend that respect to First Nations people present today.

How today will work

Key times

- Session starts **1:30pm**
- Short break **2:30pm**
- Session finishes **3:30pm**

What's involved

- Face-to-face and virtual attendees
- We'll be using Mentimeter – keep your phones handy
- We want to hear from you

This session is being recorded and will be available on our website at **coallsl.com.au**

Session intent

Provide an opportunity to engage directly with our executives and senior leaders as well as connect with industry peers

- Update you on our regulatory progress since the Federal Court's decision on Hitachi's appeal
- Introduce you to the digital leave submission process, the benefits to employees and hear your thoughts as we approach go live
- Workshop two of our Guidance Notes and seek your feedback to identify opportunities to make improvements.

Your presenters for today

Sharife Rahmani

Chief Regulatory Officer

Rodrigo Redante

Product Manager

Scott Woods

General Manager, Education and Engagement

External stakeholders

Legend	
ART	Administrative Review Tribunal
ACTU	Australian Council of Trade Unions
AIG	Australian Industry Group
AMWU	Australian Manufacturing Workers' Union
ANAO	Australian National Audit Office
APESMA	Professionals Australia (Union)
APSC	Australian Public Service Commission
CMIEG	Coal Mining Industry Employer Group
DTA	Digital Transformation Agency
DEWR	Department of Employment & Workplace Relations
ETU	Electrical Trades Union
FCA	Federal Court of Australia
HR	Human Resources
MCA	Minerals Council of Australia
MEU	Mining & Energy Union
NACC	National Anti-Corruption Commission
NSWMC	NSW Minerals Council
OAIC	Office of the Australian Information Commissioner
QRC	Queensland Resources Council

Coal LSL v Hitachi Construction Machinery (Australia) Pty Ltd

Situation

Concerning whether Hitachi employees working on black coal mine sites, repairing and maintaining heavy equipment were eligible employees under the Coal LSL scheme.

Outcomes

- Federal Court found that four Hitachi employees were eligible employees
- Hitachi appealed the case to the Federal Court and it was dismissed on 16 December 2024
- Potential implications for some employers who maintain their employees are not eligible

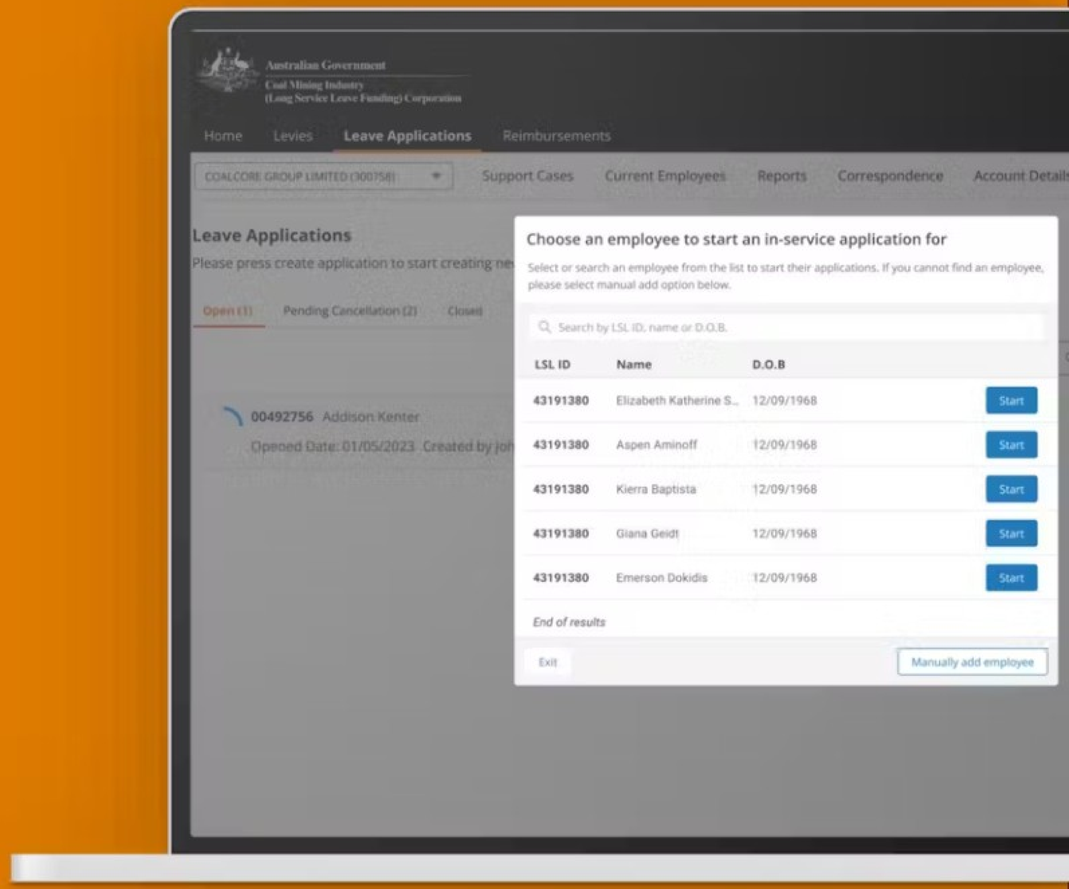
Coal LSL continues to undertake one-to-one engagements with employers to enhance their understanding of their obligations under the legislation

Digital leave submissions

Rodrigo Redante

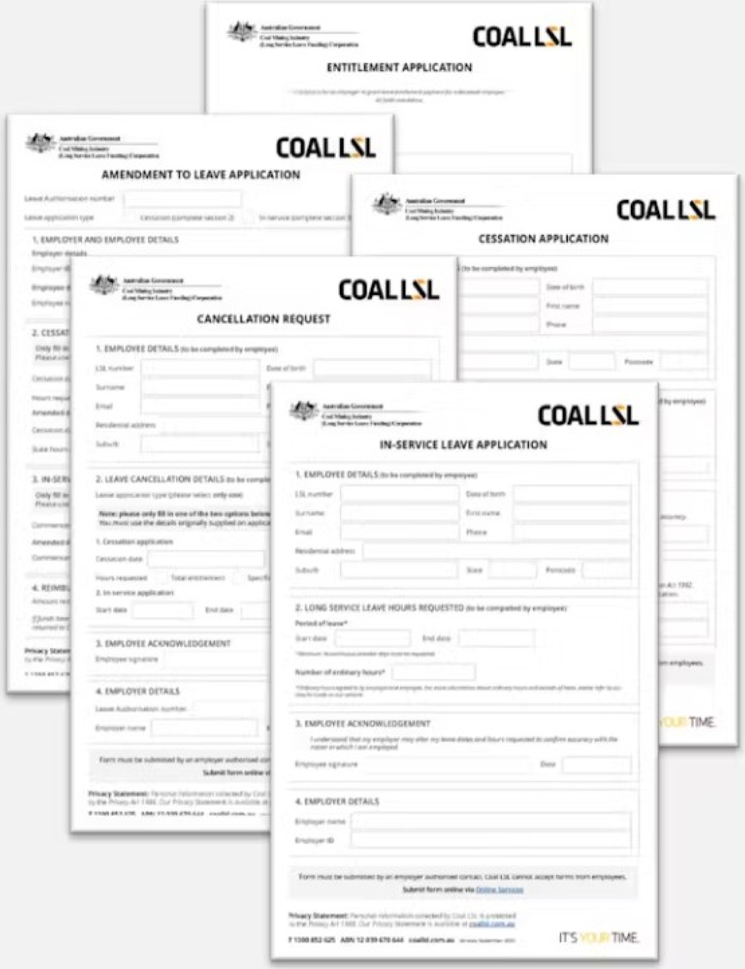
Introducing digital leave submissions

- What is a digital leave submission?
- Understanding digital leave submissions
- How we have engaged to date
- What’s new and what remains the same?
- It’s demo time…
- Employee email notifications
- How we will keep you informed
- Time for Q&A



What is a digital leave submission?

The way employers submit leave applications to us is changing

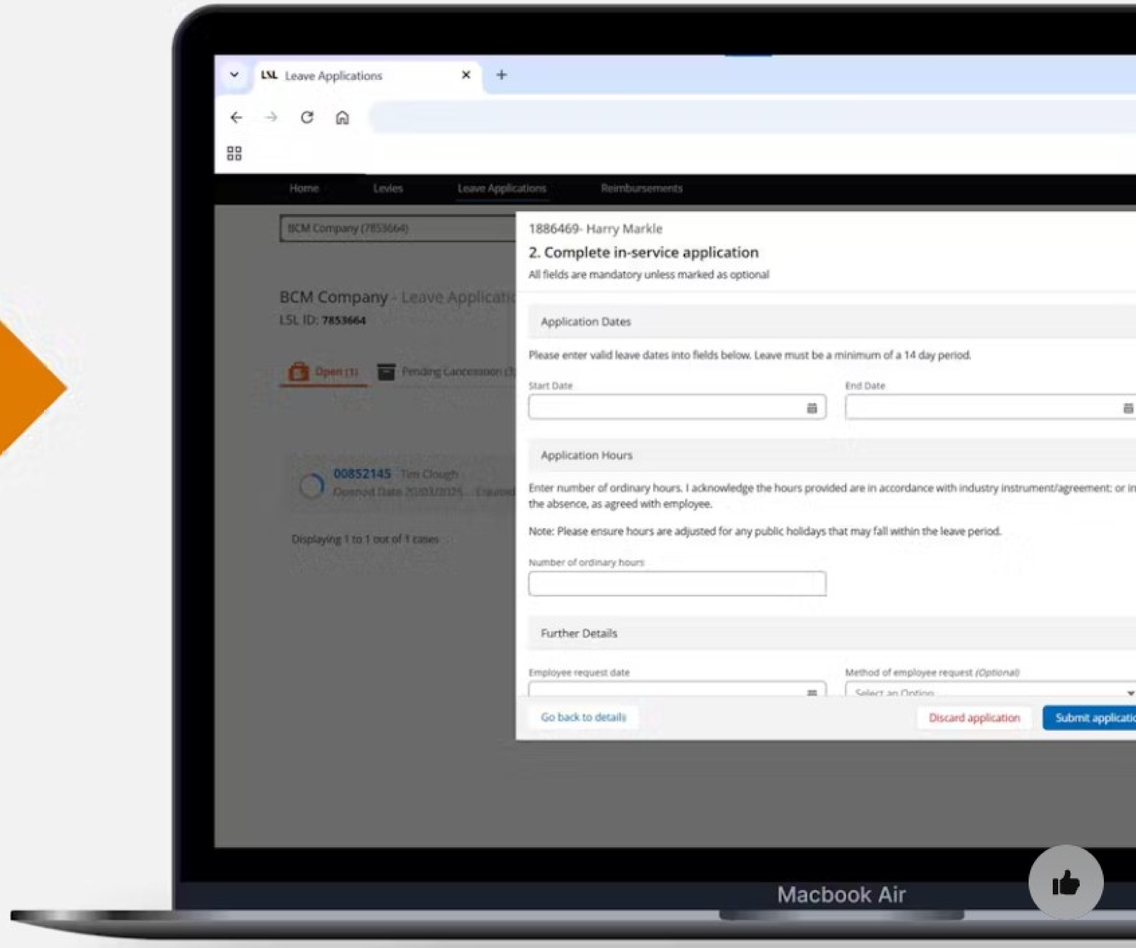


Paper form

Manual review and data entry

Low employee visibility

Poor user experience



Understanding digital leave submissions

A digital leave submission is a **new secure digital capability** that removes the need for employers to provide Coal LSL with a copy of the written leave application **at the time** of submission.

It leverages communication with employees to **ensure accuracy of the leave application details**.

What to expect:

- Employers will submit leave applications through a new digital form, with pre-filled employee details and upfront data validation
- Employers will have increased visibility of the leave application details
- Employers will benefit from a streamlined cancellation process, replacing amendments
- Employees will receive email notifications from Coal LSL to help track their leave applications.

The legislative requirements and obligations for employers and employees are unchanged.

How have we engaged to date

Research has played an important role in designing the new process.

Employers

- We interviewed 6 employers:
  - various locations and sizes
  - 21-500+ employee count
- Usability testing sessions
- Positive SUS – System Usability Scale

Employees

- We interviewed 7 employees
- Review of employee notifications templates
- Positive feedback on notifications timings and details.

The Research Process:

- 1-hour sessions via Teams video calls
- Script guided discussion
- Discovery tasks in Online Services
- Task based scenarios in prototype
- Notification Review

What’s new?

For Employers:

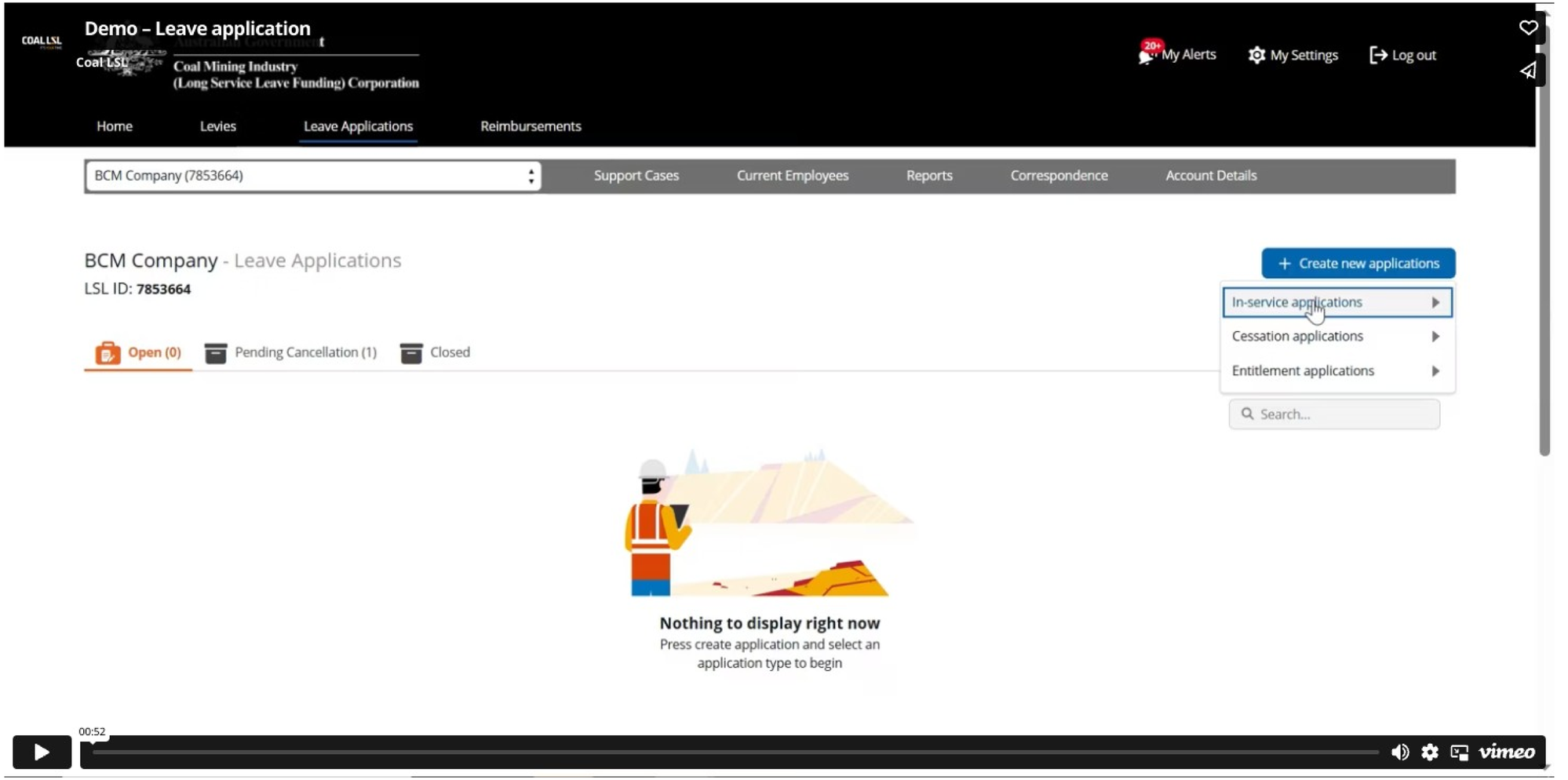
- Simplified and more user-friendly process
- Better data validation
- Greater visibility of applications
- Easy cancellation request process

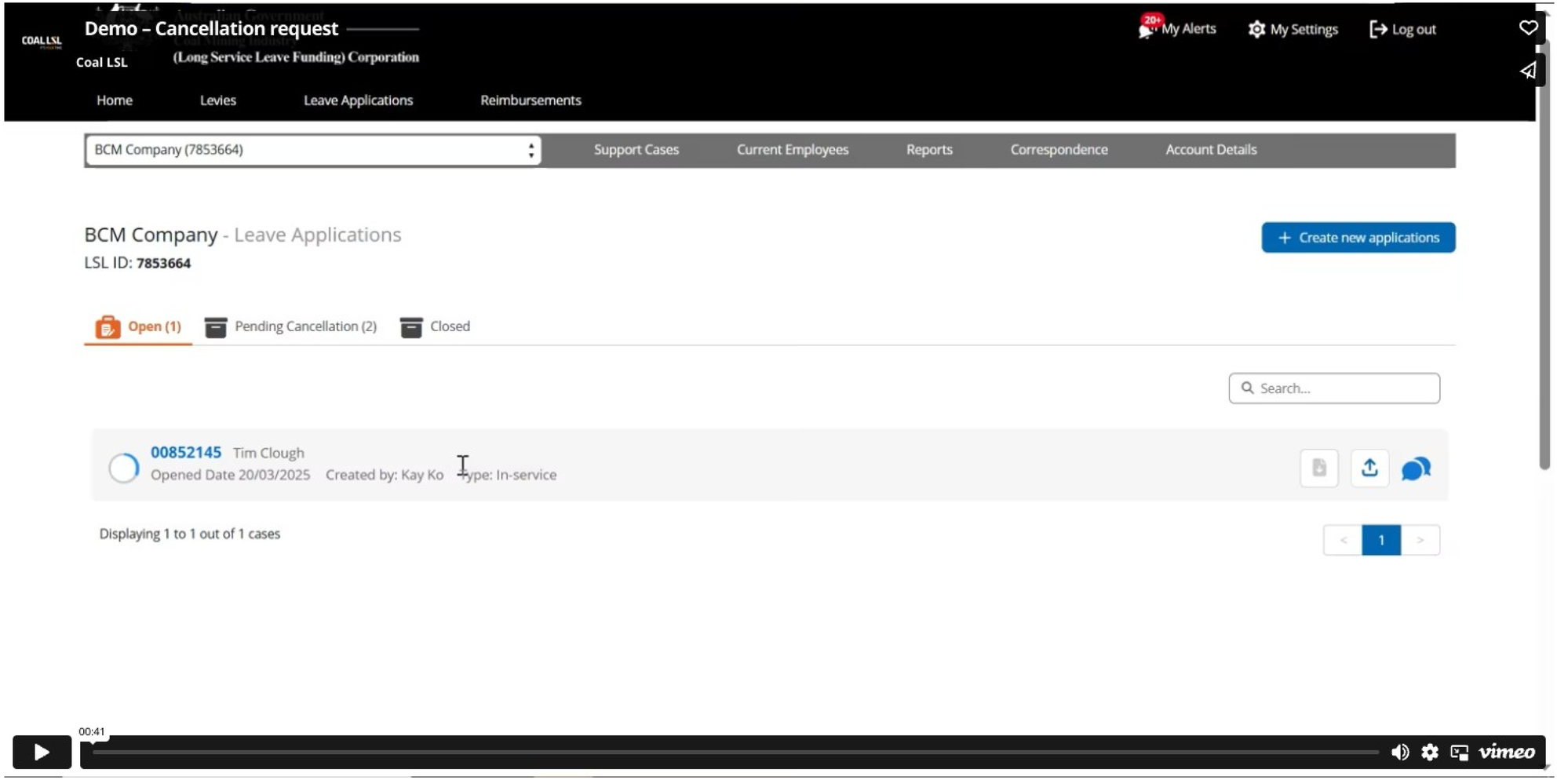
For Employees:

- Visibility of long service leave details
- Opportunity to identify inconsistencies earlier in the process

What stays the same?

The legislative requirements and obligations for employers and employees are unchanged.


Demo – Leave application
Coal LSL
Coal Mining Industry
(Long Service Leave Funding) Corporation
My Alerts
My Settings
Log out
Home
Levies
Leave Applications
Reimbursements
BCM Company (7853664)
Support Cases
Current Employees
Reports
Correspondence
Account Details
BCM Company - Leave Applications
LSL ID: 7853664
Create new applications
In-service applications
Cessation applications
Entitlement applications
Search...
Open (0)
Pending Cancellation (1)
Closed
Nothing to display right now
Press create application and select an application type to begin
00:52
vimeo


Demo – Cancellation request
Coal LSL
(Long Service Leave Funding) Corporation
My Alerts
My Settings
Log out
Home
Levies
Leave Applications
Reimbursements
BCM Company (7853664)
Support Cases
Current Employees
Reports
Correspondence
Account Details
BCM Company - Leave Applications
LSL ID: 7853664
Create new applications
Open (1)
Pending Cancellation (2)
Closed
Search...
00852145 Tim Clough
Opened Date 20/03/2025 Created by: Kay Ko Type: In-service
Displaying 1 to 1 out of 1 cases
1
00:41
vimeo

Employee email notifications

Your email has been updated as part of this process

Your application has been received by Coal LSL

The outcome of your application

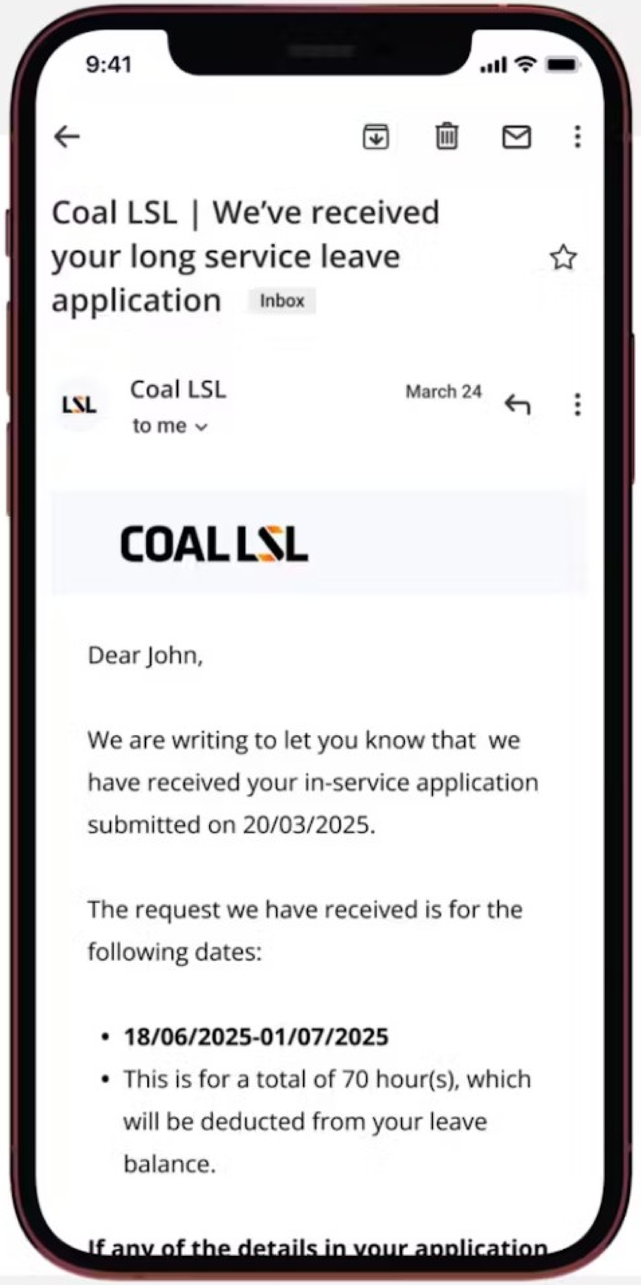
- Approved
- Declined
- Cancelled

On submission of application if **email is changed**

On **submission of application**

Up to 5 business days after submission*

*Cancellation can be at any time



ⓘ Employee email notifications will not be available for entitlement applications.

Employee email notifications

Coal LSL | We've received your long service leave application Inbox ×

CoalLSL <notification@coallsl.com.au>
to me

March 25, 2025, 3:26PM

COAL LSL

Dear John,

We are writing to let you know that we have received your In-service application submitted on 20/03/2025.

The request we have received is for the following dates:

- **18/06/2025 - 01/07/2025**
- This is for a total of 70 hour(s) which will be deducted from your leave balance.

If any of the details in your application are incorrect or you would like to make changes, please contact your employer as soon as possible. They will let us know about any updates.

What happens next?
We will review your application and email you the result within 5 working days.

Macbook Air

How will we keep you informed

Employer newsletter - news articles will be published online and shared via our newsletter before, during and post go live

Employer Connect - to keep you informed and provide a forum for Q&A

Dedicated emails - to provide personalised details relevant to each stakeholder group

Online resources - messaging in Online Services and a dedicated hub on the Coal LSL website that will include how to guides, instructional video, news stories and FAQ's

Employer testing – further testing with selected employers prior to go live

Post implementation support – including emails, feedback surveys and troubleshooting

Go live - end of June 2025

Time for Q&A

Any questions from what you have just heard?

Scan now to ask your question or join at menti.com and use code 7953 3240

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Time for Q&A about about digital leave submissions

Do you have any additional questions?

Will there be a difference in the amount of time taken for applications to be approved?

Will you have materials that employers can display on site about the new process?

1

Break time

Guidance Notes workshop

Scott Woods

What are our Guidance Notes?

What they are?

- Coal LSL Guidance Notes aim to assist employees and employers to understand key aspects of Australia's black coal mining industry long service leave legislation.

How are they are used?

- Guidance Notes represent the opinion of Coal LSL; **they are not intended as legal advice and are not determinative of legal rights or obligations.**

Why are we reviewing our Guidance Notes?

- We want to ensure that our Guidance Notes are achieving their aim of assisting employers and employees to understand the Coal LSL scheme
- To make that evaluation, we’re seeking feedback from the stakeholders that our Guidance Notes serve.

Workshopping our Guidance Notes

Today we will be workshopping **two** of our Guidance Notes and seeking your feedback to identify opportunities to make improvements.

This is an interactive workshop so **keep your phone handy** to have your say!

We will **collate your feedback** with feedback collected from other stakeholder groups throughout the review process.

Combined feedback will be used to improve the Guidance Notes and **optimise their value** for employers and employees.

Guidance Notes to be workshopped

1 Scheme coverage

Who is covered by Australia's black coal mining industry long service leave scheme.

This can be found online:
coallsl.com.au/guidance-notes/scheme-coverage

2 Accruing and accessing leave

How long service leave is accrued and how it should be taken and accessed under Australia's black coal mining industry long service leave scheme.

This can be found online:
coallsl.com.au/guidance-notes/leave-accrual

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Let's get workshopping

Remember this is an interactive workshop and we are after your feedback to identify opportunities so we can make improvements.

Scan now to have your say or join at menti.com and use code 7953 3240

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Guidance Note 1 – Scheme coverage

Topics covered under this Guidance Note:

- Definition of eligible employee
- Concept of ‘connected to the day-to-day operations of a black coal mine’
- Definition of ‘black coal mining industry’.

Links to examples supporting concepts and definitions in the Guidance Note:

- Geological services
- Haulage services
- Labour hire
- Maintenance
- Shutdown

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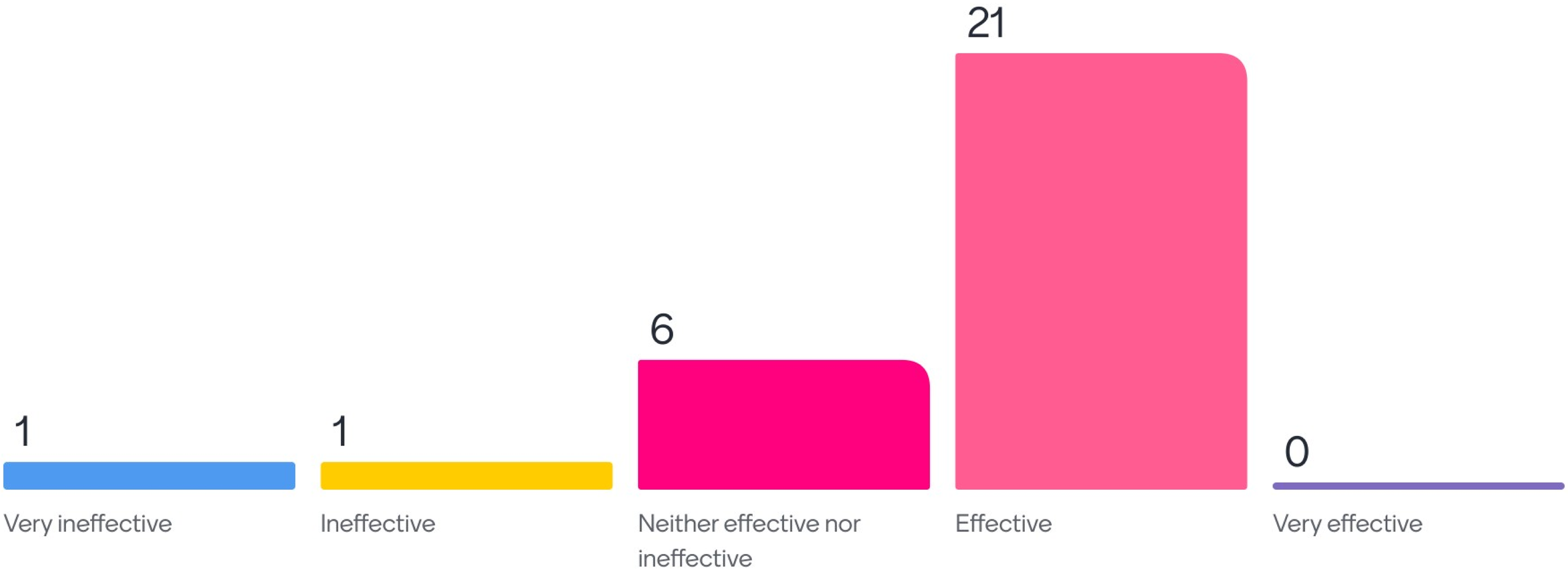
Q1: Scheme Coverage Guidance Note



1

29

Q2: Do you receive any common questions or issues that are not answered in the **Scheme Coverage** Guidance Note?

Predominantly test when your core business isn't coal mining

No

No

No

No

No

No

NO

1

22

Q2: Do you receive any common questions or issues that are not answered in the **Scheme Coverage** Guidance Note?

Exactly what you mean by day to day running of a black coal mine. Some employees and HR think that many people who are considered not eligible should be, even if they work at head office.

Hours accrued when employed at more than 35hrs per week

Not at the moment

No

Info regarding adjustment levies

No

No

Reimbursements claimed when work over 35hrs per week and paid as if at work on Lsls

1

22

Q2: Do you receive any common questions or issues that are not answered in the **Scheme Coverage** Guidance Note?

No

I don't find the information easy to read and understand on the website. The layout and headings are not always clear.

Co LSL and Coal. Do you get both?

Yes

Too much information is left up to interpretation and not clear

Maternity / Parental leave accruals how long accrual continue and will it change to accrue for the unpaid period

Needs to be made simple

Sometimes you need both ways

1

22

Q3: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from additional information or clarification?

No I find everything pretty clear

Simple

The information is presented fine.

Simple language

I think the more examples the better

Yes to flowcharts!

Flow chart Simple presentation

Eligible wages (Allowances etc) Reimbursements

15

Q3: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from additional information or clarification?

Yes to charts and diagrams

Screenshots would help

More examples would be great, yes to flowcharts and simple language.

More examples - Who defines what roles are connected to day to day operations

Examples are good, they cover different situations.

Eligible wages, allowances, types of payments (retention)

Yes.

15

Q4: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from worked examples or case studies?

Yes

Yes

Absolutely

yes

Yes

Yes

Yes

Incl apprentices

3

17

Q4: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from worked examples or case studies?

Yes!

Yes case studies

Yes

Yes

Case studies would be helpful

Yes

Yes please,

Employed by a mine site but not actually working on site seems common

3

17

Q4: Are there any parts of the **Scheme Coverage** Guidance Note that you believe would benefit from worked examples or case studies?

Yes

No this is just about scheme coverage The nuts & bolts are other guidance notes

3

17

Q5: Are there any parts of the **Scheme Coverage** Guidance Note that you believe should be removed?

More info the better

No

No

No

No

No

No

No

14

Q5: Are there any parts of the **Scheme Coverage** Guidance Note that you believe should be removed?

No

No

No

No

No

No

14

Q6: Do you have any **additional feedback** that you would like to share regarding the **Scheme Coverage** Guidance Note?

No

No

No

Not at this point but like everything it should always evolve

No

No

Could there be a list of roles that are eligible

No

13

Q6: Do you have any **additional feedback** that you would like to share regarding the **Scheme Coverage** Guidance Note?

Am index

No

No

I agree with the eligible roles suggestion

Roles

13

Guidance Note 2 – Accruing and accessing leave

Topics covered under this Guidance Note:

- Entitlement to long service leave after 8 years of qualifying service
- Accrual calculations across full-time, part-time and casual employees
- How to access leave
- Debiting of leave from the Coal LSL record.

Links to 7 examples supporting concepts and definitions in the Guidance Note:

- Basic accrual and debiting
- Impact of rosters and overtime services
- Part-time and casual employees
- Public holidays

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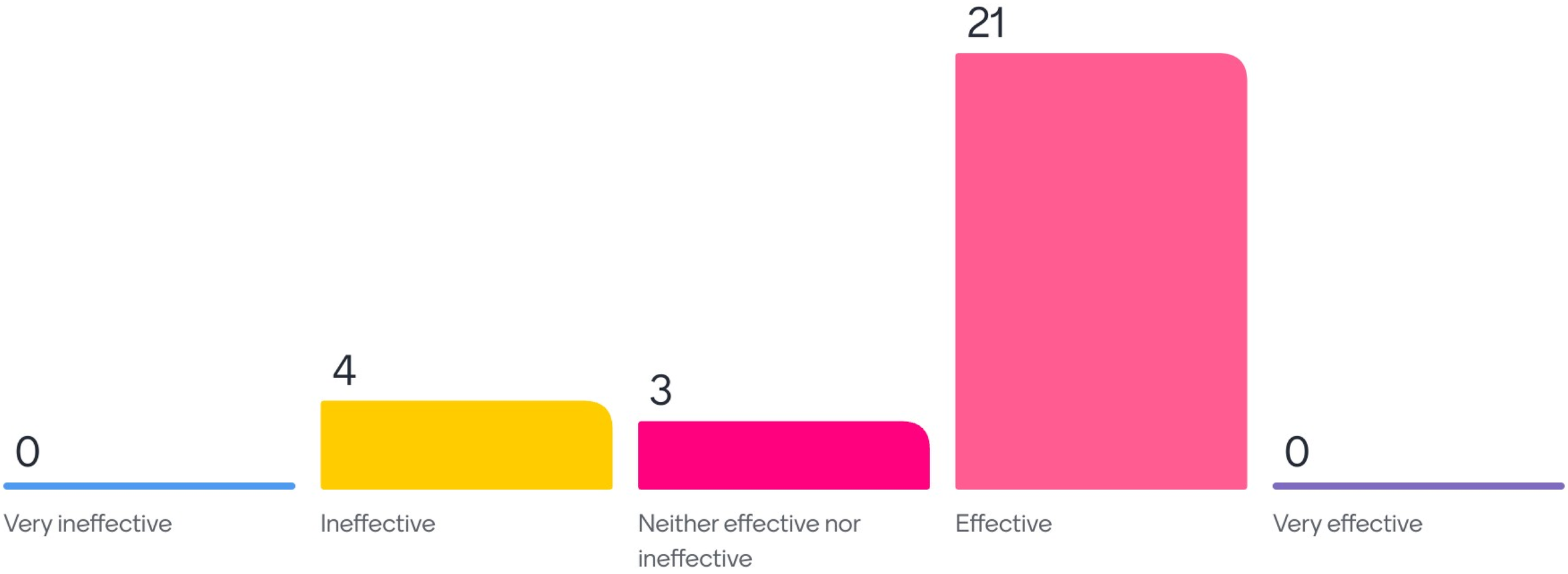
Q1: Accruing and Accessing Leave Guidance Note



2

28

Q2: Do you receive any common questions or issues that are not answered in the **Accruing and Accessing Leave** Guidance Note?

No

Would be good if it was a requirement for people to be rostered on for their first day of their leave application

Yes

How changes between different employment types can effect accruals or taking leave. Ie was FT now PT

Reversal of LSL taken to sick leave.

How hours/days/weeks of unpaid leave/Workers comp effect the accrual of LSL

No

No

15

Q2: Do you receive any common questions or issues that are not answered in the **Accruing and Accessing Leave** Guidance Note?

Those on different weekly rostered hours

Yes, in relation to employees being paid rostered hours for LSL

Job share and Flex work arrangements

Workers comp to be addressed

Considering lifestyle rosters and the shift to 7on7off ect.

Accruing hours based on actual hours worked. Working 42 hrs a week but only 35hrs accrued in LSL accrual when on salary continuance

Employee on LSL coming in and working overtime

Those on day rate contracts, rather than hourly contracts

15

Q2: Do you receive any common questions or issues that are not answered in the **Accruing and Accessing Leave** Guidance Note?

Employee taking LSL at half pay and half unpaid

Cessation payouts

15

Q3: Are there any parts of the **Accruing and Accessing Leave** Guidance Note you believe would benefit from additional information or clarification?

Yes	Quick reference table	No	No
No	.	Yes index	No

1

10

Q3: Are there any parts of the **Accruing and Accessing Leave** Guidance Note you believe would benefit from additional information or clarification?

No

Yes

No

1

10

Q4: Are there any parts of the **Accruing and Accessing Leave** Guidance Note that you believe would benefit from worked examples or case studies?

Yes to charts and case studies

PH and night shift

Interactive guideline where you could put in the leave/rosters etc

Roster pattern. Average hours being paid

Roster patterns tables

Anything interactive in all areas would be great

Will there ever be a time where Coal LSL will piggy back off of Government and utilise STP in providing information for the Levy payable by a company, that will automatically charge back for the levy?

Unpaid Maternity/ Parental leave accrual

8

Q5: Are there any parts of the **Accruing and Accessing Leave** Guidance Note that you believe should be removed?

No

No

No

No

No

no

No

No

8

Q6: Do you have any **additional feedback** that you would like to share regarding the **Accruing and Accessing Leave** Guidance Note?

No

No

No

Cessation payouts

No

Anything interactive is always helpful

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Your feedback is important to us

We want to hear from you. **Scan below and tell us** what we do well and how we could improve.

Or join the survey at **bit.ly/employer-connect**

Key contacts

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