

Comcare

# High Risk Work Licence Employee - User Guide

### How to apply for a High Risk Work Licence (HRWL)

The Comcare Employee Portal is an online platform for submitting a new HRWL application, transferring a HRWL to Comcare, applying for a new HRWL class, replacing and renewing a HRWL.

#### Get started

If this is your first time using the Employee Portal, follow the steps below to setup your account. Otherwise sign in with your email and password to progress to step four.

- Select Sign In / Register
- Complete required details
- Select Sign Up
- Perform multifactor authentication
- Sign into the portal

**Note:** Please use your work email address when signing up.

Australian Government Comare Employee P	ortal
Sign In	Autralian Government
Sign in with an external account	A Concar
Sign in / Register	Sign in to Comcare Email Keep me signed in
	Next Unlock account? Help: Don't have an account Sign up By signing in you agree to <u>Concare's terms of use</u>

# Complete Identity Verification from Portal landing page

At sign-up you will be asked complete identity verification.

- Click Complete verification
- You will be taken to a profile page where you need to provide more information such as a phone number and address
- Complete the mandatory fields that are indicated by a star\*
- Agree to the authorisation
- Select the <u>Next</u> button at the bottom of the screen to verify your identity

During this process, you can save your details and come back to complete at a later stage.

	Australian Government Concare				
s	ign up				
First name					
Rodney					
Last name					
Jack					
Email					
jacksonrdy@mai	×*.				
Mobile phone	Australian Government     Employee     Concare     Licences & Registrations -   Rodney-     Hi Doctmax	Portal	jacks	onrdy@mailinator.com	Messages
Password	Welcome to the Com	icare employee	portal		
•••••	Home				
Password require At least 10 char A lowercase let An uppercase le	Verify your identity For ful access to our portal services, we need to This process will take about 10 minutes.	verify your identity. Click on t	he button below to start the verific	ition process.	
<ul> <li>A number</li> <li>No parts of you</li> <li>Your password passwords</li> </ul>					
5	ign Up				



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Home / Verification

Home

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### Verify Your Identity

As part of your account setup, you will need to verify your identify with two different forms of ID.

- Select "Choose a different ID option"
- Select the form of identity you wish to use
- Complete verification steps
- Repeat steps for second form of ID
- On successful verification, click Home to be returned the landing page

If your identity cannot be successfully verified, or you would prefer to verify in person, select "Verify with any Australia Post outlet" and follow the steps outlined.

	Choose a different ID option -		
ite/Territory	Home / Verification		
ver's licence number * 😧			
rd number *	Verify your identity To verify your identity you'll need to m	atch your details against 2-4 different	ID sources.
st name *	Get started with your first ID source be	elow.	
te of birth * DMM/YYYY) (7/12/1999 🗃 I agree that my above information i	Driver's licence  Choose one of these ID sources: Driver's licence Medicare card	Or you can: Verify at any Australia Post outlet	
ferify these details	Australian passport Australian visa Centrelink card		
	Australian citizenship certificate		
	Birth certificate Change of name certificate		
	Marriage certificate		

#### **HRWL Landing Page**

Navigate to the HRWL area within the portal

 Select <u>High risk work licences</u> from the portal landing page





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### Applying for a new HRWL

Applying for a new HRWL can be done by following the online application which guides you through each step.

- Select the <u>Apply for a new licence</u> button
- During the application process, you will need to complete the following steps
  - Select licence classes
  - Provide assessment evidence
  - Provide photo identification
  - Provide WHS history
  - Provide Payment Officer\*detail
  - Complete the declaration and select who is paying for the application

#### Applying for a HRWL Transfer

A HRWL issued by a State or Territory can be transferred to Comcare. This can be done by following the online application which guides you through each step.

- Select the Transfer a licence button
- During the application process, you will need to complete the following steps
  - Select licence classes
  - Provide evidence of your issued licence
  - Provide photo identification
  - Provide WHS history
  - Provide Payment Officer\*details
  - Complete the declaration and select who is paying for the application

#### Link to existing HRWL

If you have an existing HRWL with Comcare, you can link your account to your HRWL which will then provide you with the ability to manage the licence through the portal.

- Select the Link to existing licence button
- During the linking process, you will need to provide the below details
  - Your HRWL reference number
  - Your HRWL expiry date



\*Payment Officer is required to review the application and verify the documents provided as part of your application are true and correct.

Australian Government Comcare	Employee Portal	Jacksonrdy@mailinator.con	n <u>LEdit my profile</u>	Messages
▲ Licences & Registrations -	Rodney -			
High Risk Wo	rk Licence			
Home / High risk work licences				
My licence You have no active licences				
Apply for a new licence	>	Transfer a licence		>
Link to existing licence	>			
My applications		Application		
Licence number Applicatio	on type Licence class	status Payment statu	s Created on ↓	
There are no records to display.				

Australian Government Comcare	Employee Portal		jacksonrdy@mailinator.com	Edit my profile	Messages
Licences & Registrations -	Rodney -				
High Risk Wo	rk Licence				
Home / High risk work licences					
My licence You have no active licences					
Apply for a new licence		>	Transfer a licence		>
Link to existing licence		>			

The linking process will try to match the details you verified earlier to the details on your HRWL. If this is unsuccessful, please contact the HRWL Helpdesk – <u>whs.help@comcare.gov.au</u>



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Once your HRWL application has been approved, or you have linked your HRWL, you can apply for a new licence class or a replacement.

### Applying for a New Licence Class

Adding additional licence classes to an active HRWL can be done by following the online application which guides you through each step.

- Select the <u>Apply for a new licence class</u> button
- During the application process, you will need to complete the following steps
  - Select licence classes
  - Provide assessment evidence
  - Provide photo identification
  - Provide WHS history
  - Provide Payment Officer\*details
  - Complete the declaration and select who is paying for the application

### Applying for a Replacement Licence

If a HRWL needs replacing, it can be done by following the online application which guides you through each step.

- Select the <u>Apply for a replacement licence</u> button
- During the application process, you will need to complete the following steps
  - Select a reason for replacement
  - Provide required documents (for name change)
  - Provide Payment Officer\* details
  - Complete the declaration and select who is paying for the application

#### **Renewing a HRWL**

A HRWL must be renewed every 5 years. This can be done by following the online application which guides you through each step.

Select the <u>Apply to renew a licence</u> button

### <u>Note:</u> This will only be displayed if the Licence is up for renewal (i.e. within 3 months of the expiry date).

During the application process, you will need to complete the following steps

- Provide photo identification
- Provide Payment Officer\*details
- Complete the declaration and select who is paying for the application



Home / High risk work licences	
My licence	
Rodney Jack	
Licence number: HRWL00010707	
Licence issue date: 28-04-2023	
Licence expiry date: 28-04-2028	
Status: Active	
View more licence details	
Apply for a replacement licence	Apply for a new licence class

My licence			
Rodney Jack			
Licence number: HRWL00010707			
Licence issue date: 10-06-2020			
Licence expiry date: 27-07-2023			
Status: Active			
View more licence details			
Apply for a replacement licence	>	Apply for a new licence class	>
Apply to renew a licence	>		



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### On the **<u>Payment Page</u>**, you will need to select who will be paying for the application.

- 1. My employer will pay for the HRWL application
  - a. Application will be submitted to employer for review and payment
- 2. I will pay for the HRWL application
  - a. You will be directed to the <u>Payment Gateway</u> where you can pay for your application.

If you have selected the incorrect payment method, you will have the option to update this information from the HRWL page.

Australian Government Comeare	Employee Portal	jacksonrdy@mailinator.com	Edit my profile	Message
☆ Licences & Registrations -	Rodney -			
HRWL Applica	tion Payment			
Home / HRWL Application Payme	ent			
Application fee				
\$65.00				
Who will be responsible for paying	g for the HRWL application? *			
My employer will pay for the HRW	/L application			
O I will pay for the HRWL applicatio	n			
Submit				
Contact Information				
1300 366 979				
121 Marcus Clarke Street, Canberra, ACT 2	501, Australia			
WHS.Help@comcare.gov.au				

#### Paying for the HRWL application

Enter the below details:

- Card number
- Expiry month
- Expiry year
- Cardholder name
- Security code

Comcare	Secure payment 🔒
Card number *	
Expiry month * Exp	iry year "
MM V Y	Y V
Security code *	ligits on back of your card

#### Enter Billing Address & Pay

- Complete the address details
- Check the Confirm payment box
- Select Pay now
- Success message will be displayed

Street 1		Australian Government Concare Employer Portal
Street 2		Licences & Registrations - Violet -
City	State / Province	HRWL Bulk Payment receip
Postcode / ZIP Code	Country Australia ~	$\odot$
Order details		SUCCESS Thank you for submitting your payments for HRWL licensing. Comcare may contact you If further information is required for your application.
Pay for your high risk work applic	cation	Your reterence number is 18/04-00110"
Confirm payment		
		Cancel



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### Change who pays for the application

If you selected the incorrect option when choosing who should pay for the application, you can update this from the HRWL page.

- Find the application in the applications grid
- Click the down arrow button
- Click Payment options
- Review payment details and click
   <u>Proceed to payment</u>
- Select the correct payment method
- Click Submit

Licence number	Application type	Licence class	Application status	Payment status	Created on ↓
HRWL00010707	Class Addition	RB,SA	Submitted	Unpaid	28/04/2023 12:13 PM
HRWL00010707	Initial Application	RB	Approved	Paid	28/04/2023 11:26 AM
Home / HRWI	- Payment				
Application of	etails Payment				
<b>Full name *</b> Rodney Jack			Licence I	number * 010707	
Application ty	ре		Employe	er *	
Class Addition			ARMY - D	OD Military	
Application co	st				
\$65.00					
Dressed to					
Proceed to	payment				
Home		polication D	wmont		
HOLLE	7 HRVLA	pplication Pa	ayment		
Appl	ication fee				
	0				
\$65.0					
\$65.0		onsible for pa	aying for th	ne HRWL a	pplication? *
\$65.0 <b>Who</b>	will be respo				
\$65.0 <b>Who</b>	v <b>will be resp</b> o v employer wi	Il pay for the	HRWL appl	lication	
\$65.0 <b>Who</b> @ My	employer wi	Il pay for the	HRWL appl	lication	
\$65.0 <b>Who</b> (© My () I w	employer wi	ll pay for the HRWL applic	HRWL appl cation	lication	
\$65.0 <b>Who</b> @ My O I w	will be respond will pay for the	ll pay for the HRWL applic	HRWL appl cation	lication	



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### Navigation

These options make finding your way around the tool easy:

- a. Use your "Edit my profile" to view your profile and edit your phone number and address details.
- b. Access your messages at the top of the page
- c. Use the home icon to return to your home page.
- d. To view information about your HRWL, click "View more licence details" on the HRWL landing page

Comcare	Employee Portal	jacksonrdy@mailinator.com	a <u>Edit my profile</u> Messages
Licences & Registrations -	Rodney -		
d High risk work licences			

### Frequently asked questions

Not sure of something? For more information including Frequently Asked Questions, visit <u>www.comcare.gov.au/hrwl</u>

#### Contact

Something went wrong? You need to contact someone?

Please contact Comcare via email <u>WHS.Help@comcare.gov.au</u> or call on 1300 366 979 and press 2 for WHS and 2 for HRWL enquiries.