



Australian Government

Comcare

# EMPLOYER QUICK REFERENCE GUIDE: NORMAL WEEKLY EARNINGS ADVICE

**For agencies to electronically advise Comcare of an employee's normal weekly earnings (NWE)—either initial or amended.**

1. Go to <https://forms.comcare.gov.au>
2. Select 'Login' under 'Employer'
3. You will need your user name and password
4. Click on 'Normal Weekly Earnings' under 'Employer Forms' at the bottom of the page

## TIPS FOR COMPLETING THIS FORM

- > NWEs can only be submitted for employees with open and accepted claims.
- > A valid claim number and date of injury are mandatory.
- > Where you are asked to put in the claim number, enter only the digits ahead of the forward slash [/]. You do not need to enter the forward slash.
- > Where you are asked for a suffix, you are being asked for the number after the forward slash [/] in the employee claim number.
- > You need to provide responses for all boxes marked with an asterisk \*.

## Creating an initial NWE

- > If the normal weekly hours worked do not include minutes, you need to enter '0' in the box labelled 'weekly base minutes' as the field is mandatory.
- > There are check boxes to include allowances and shift penalties. You can add more allowances by selecting the plus sign or subtract by selecting the minus sign on the form.
- > The initial NWE must be verified by Comcare, prior to submitting an update.

## Updating an NWE or correcting the initial NWE/NWH

- > In order to update an employee's NWE, if the displayed initial NWE details are correct, click 'Yes', to provide an update. You will need to provide the intended date of effect for this update. Select to proceed to 'Normal Weekly Earnings Update' page and follow the steps to update NWE.

If you need to correct the initial 'Normal Weekly Earnings and/or Hours', click 'No' to correct and follow the steps to correct NWE and NWH.

## Initial NWE with date of effect not matching Date of Injury (DOI)

- > There are a small number of claims which have an initial NWE in Comcare's system with a date of effect that does not match the DOI. In this case, when you first enter the claim number you will be prompted to enter an initial NWE/NWH with date of effect that matches the DOI. This will inactivate the previous initial NWE. You will then be able to provide NWE updates. Contact the Comcare Incapacity team on 1300 366 979 if you require additional assistance.