



ONLINE CLAIM FOR TIME OFF WORK FORM— INFORMATION FOR EMPLOYERS

The new online *Claim for time off work* form is the first in a suite of digital forms Comcare is producing. Transitioning to online forms will decrease the time you spend interacting with Comcare, and increase the speed and efficiency of our processing.

The online *Claim for time off work* form has been successfully piloted with several employers since late 2014. Comcare has worked closely with these employers to ensure the form is simple to use, and to fine tune the processes underpinning the system. Having received positive feedback from the pilot group we are now pleased to offer the opportunity for all employers to transition to using the online *Claim for time off work* form.

WHAT ARE THE BENEFITS?

Employee

- > Faster processing times
- > 24 hour availability of form lodgement
- > Secure and easy to use system
- > Email notification of submission to Comcare
- > Save or print a copy of the submitted form

Employer

- > Streamlined, paperless processing with reduced manual entry
- > Email notifications, improved reporting and monitoring capability
- > Better access to claims information and digital storage capability

Comcare

- > Reduced manual handling due to automatic data entry in to Comcare's systems
- > Earlier notification of employee incapacity
- > Improved reporting and monitoring capability
- > Increased data accuracy reduces the need to follow-up with employers

WHAT IS THE PROCESS?

STEP 1

Access online form

- > To use this form, the employee must have an accepted or undetermined claim registered in Comcare's system.
- > Access the online forms page on the Comcare website
<https://forms.comcare.gov.au>
- > Select the Login button under Employee.

STEP 2

Employee verification

- > The employee enters their personal details. These details are verified against a range of information that matches the existing claim in Comcare's system.

STEP 3

Enter your information

- > The employee enters dates and type of absence. Employees can upload their own medical certificate; otherwise the employer can do it on their behalf.

STEP 4

Notification

- > The employer will receive email notification that the claim has been submitted.
- > Comcare will also receive notification that the form has been lodged.

STEP 5

Employer authorisation

- > The employer's authorised representative then provides details about any hours the employee worked and earnings.
- > The employee will receive an email advising them that their *Claim for time off work* form has been lodged with Comcare.

STEP 6

Comcare processing

- > Comcare is notified when the *Claim for time off work* claim is received and ready for processing. Comcare's payments team will verify the information has been entered correctly.
- > The employee's Claims Services Officer will assess liability for the claim and once it is finalised, the employee will receive written notification of the determination.