



ONLINE CLAIM FOR TIME OFF WORK FORM— INFORMATION FOR EMPLOYEES

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 is a simple and secure way for you to interact with Comcare, and will increase the speed and efficiency of our processing.

WHAT BENEFITS CAN I EXPECT?

Simple and secure

Your information will automatically be entered into Comcare's business systems, increasing the security of your private information.

Faster processing

By reducing the risk of errors with built-in validation checks, Comcare will have the right information to start processing your claim straight away.

Upload medical certificates

You can upload your medical or attendance certificates electronically. If you are not able to attach your medical certificate, you can provide a copy to your employer to upload on your behalf.

Keeping you informed

You will receive an email notification to confirm when your employer has submitted your claim to Comcare.

Save or print option

You can save or print a copy of the submitted claim for your records.

24 hour access

You have 24 hour access to the system, so you can lodge your claim at a time that suits you best.

WHAT IS THE PROCESS?

STEP 1

Access online form

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

STEP 2

Employee verification

- > Enter your personal details. These will be verified against a range of information that matches your existing claim in Comcare's system.

STEP 3

Enter your information

- > Enter your dates and type of absence. If you have your medical certificate, you can upload it at this point otherwise you can give this to your employer who can upload it on your behalf.

STEP 4

Notification

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

STEP 5

Employer authorisation

- > Your employer's authorised representative then provides details about any hours you worked and earnings.
- > You will receive an email advising you that your *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* form is received and ready for processing.
- > Your Claims Services Officer will assess liability for your claim and once it is finalised, you will receive written notification of the determination.