



Australian Government

Comcare

EMPLOYEE—QUICK REFERENCE GUIDE ONLINE CLAIM FOR TIME OFF WORK

SUBMIT CLAIM FOR TIME OFF WORK

Step 1—Login

1. Go to <https://forms.comcare.gov.au>
2. Select 'Login' under the Employee heading.
3. Enter your claim number, family name, date of birth, an email address and select your current employer. Note: The email address you nominate will be used to send you progress updates regarding your submitted form.

Tip: You can find your claim number and date of injury on correspondence from Comcare.

Tip: You can search for your employer by beginning to type the department name into the field which will skip to departments starting with the typed letter/s.

4. Select 'Next' to proceed with your claim for time off work submission.

Step 2—Time off Work

1. Select the relevant option under the time off work section.
2. Enter your absence details:

Tip: If you select medical appointment, you will need to enter in the start and end date and absence times.

Tip: If you select claiming for time off work, this will be the start and end date of the overall period you are claiming, e.g. if you have 2 weeks of graduated return to work, with different hours each week, you can enter the start date on the first day through to the last day. Your employer will advise Comcare of the actual hours worked and earnings.

3. Enter the start and end dates for your medical certificate.
4. Select  to proceed to the next page.

Step 3—Certificates

1. To upload an electronic copy of your medical or attendance certificate select 'Upload New'.

Note: The combined size of any documents uploaded cannot exceed 10mb.

Note: If you cannot upload an electronic copy of your medical or attendance certificate you will need to provide a paper copy of the certificate to your employer to upload on your behalf.

2. Select 'Browse' from the pop up window, navigate to and select the document and press 'Open'.
3. Select 'Start upload'.
4. Select the appropriate document type from the drop down list.
5. You can add another certificate relevant to the period you are claiming for by selecting 
6. You can remove a certificate by selecting the relevant checkbox and pressing 
7. You can navigate to the previous page by selecting  or proceed to the next page by selecting 

Step 4—Submit

1. Read and agree to the declarations by selecting the checkboxes.
2. Select 'Submit'.
3. A message will appear which will confirm that the claim for time off work was submitted successfully.
4. Select the PDF link to view and save the generated receipt for your claim that has been submitted to your employer.
5. Log out by selecting  in the top right hand corner.

VIEW PDF OF EMPLOYER SUBMITTED CLAIM FOR TIME OFF WORK

Step 1—Email

1. When your employer submits your claim for time off work to Comcare an email will be sent to your nominated email address containing a link to your claim.
2. Select the link from the email to proceed to the website.

Step 2—Verify

1. Enter your personal and claim details.
2. Select 'Next' to proceed.

Step 3—Download

1. To download a PDF of your claim for time off work, select the green box.
2. You can view or save the PDF file for future reference.