



High Risk Work Licence Employee - User Guide

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

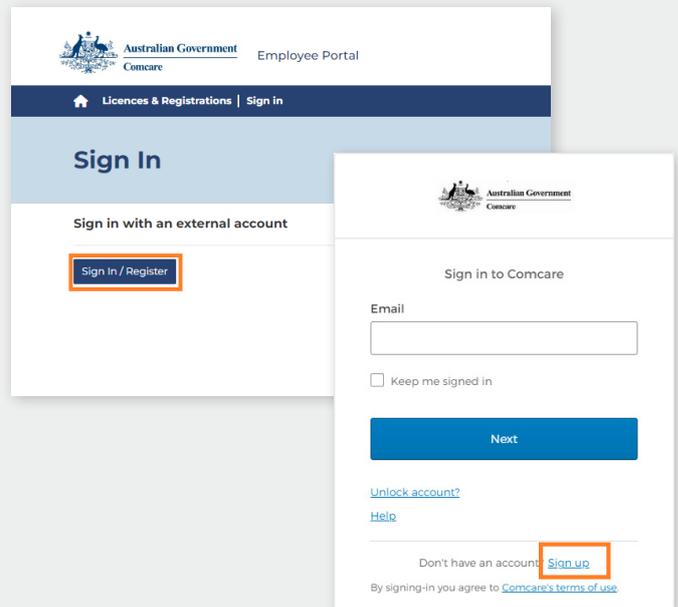
The Comcare Employee Portal is an online platform for submitting a new HRWL application, transferring a HRWL to Comcare, applying for a new HRWL class, replacing and renewing a HRWL.

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.

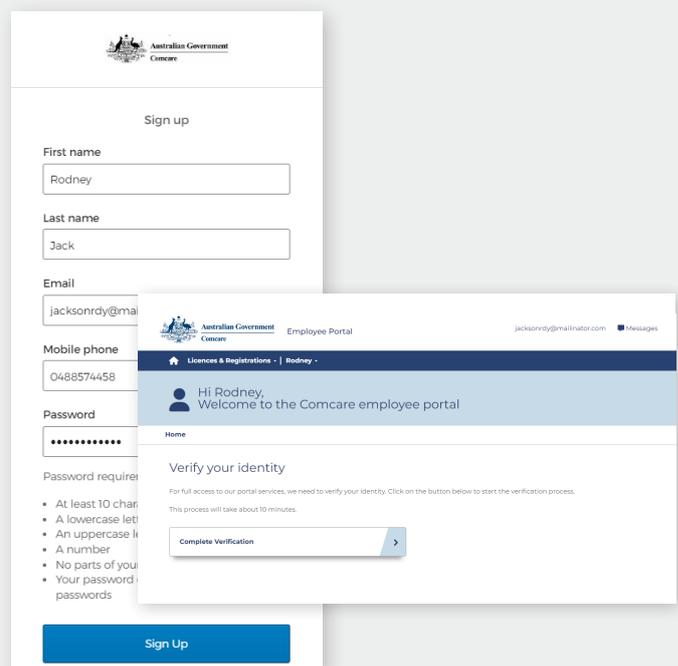


Complete Identity Verification from Portal landing page

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 **Next** 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.





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Verify Your Identity

As part of your account setup, you will need to verify your identity 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.

HRWL Landing Page

Navigate to the HRWL area within the portal

- Select **High risk work licences** from the portal landing page

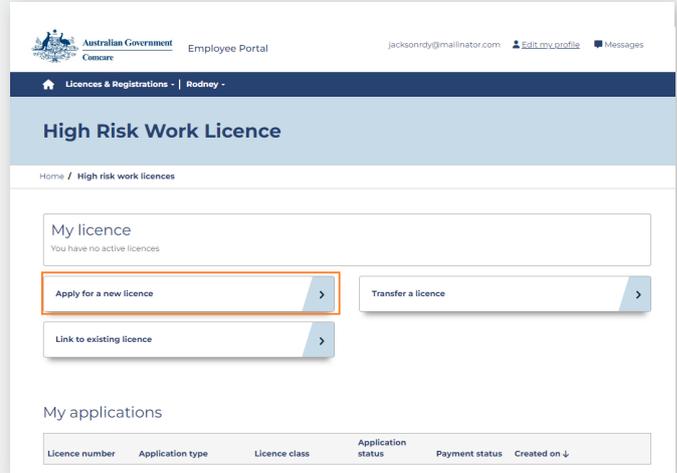


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Applying for a new HRWL

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

- Select the **Apply for a new licence** 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

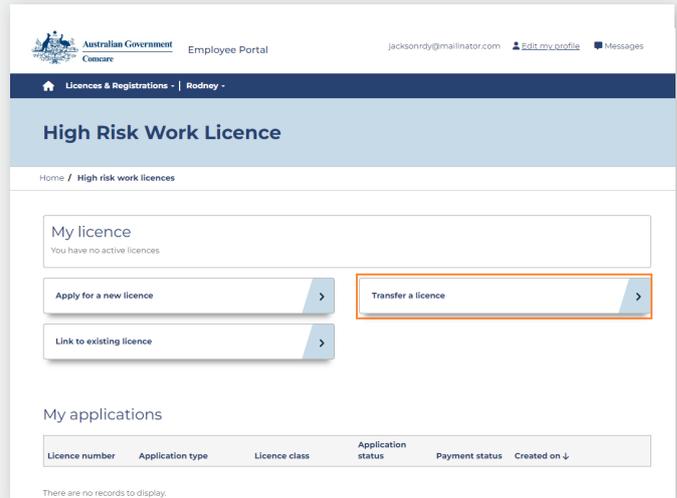


*Payment Officer is required to review the application and verify the documents provided as part of your application are true and correct.

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.

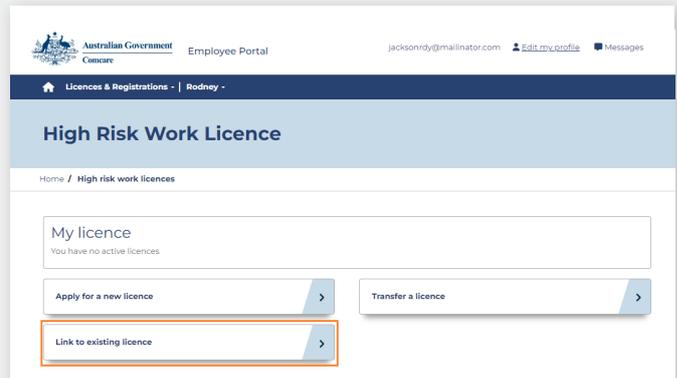
- Select the **Transfer a licence** button
- During the application process, you will need to complete the following steps
 - Select licence classes
 - Provide evidence of your issued licence
 - Provide photo identification
 - Provide WHS history
 - Provide Payment Officer* details
 - Complete the declaration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



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 – whs.help@comcare.gov.au





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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.

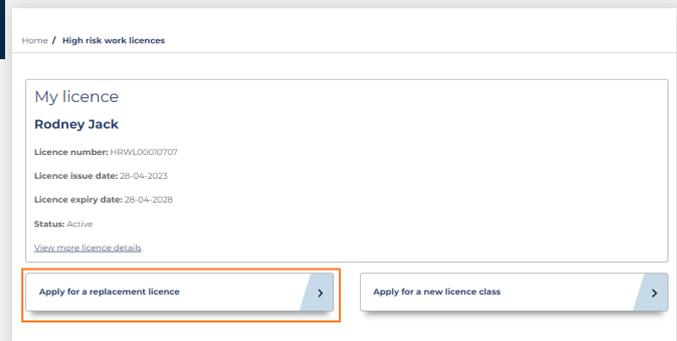
- Select the **Apply for a new licence class** button
- During the application process, you will need to complete the following steps
 - Select licence classes
 - Provide assessment evidence
 - Provide photo identification
 - Provide WHS history
 - Provide Payment Officer* details
 - Complete the declaration 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 **Apply for a replacement licence** 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

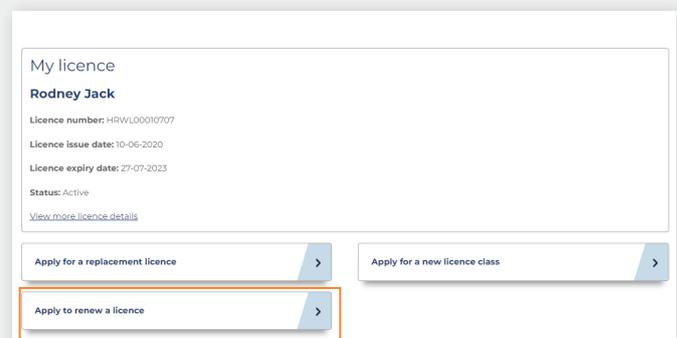
A HRWL must be renewed every 5 years. This can be done by following the online application which guides you through each step.

- Select the **Apply to renew a licence** button

Note: 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



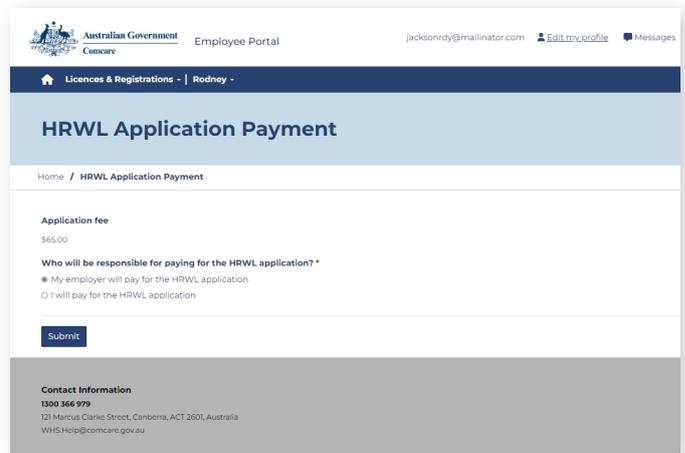


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On the **Payment Page**, you will need to select who will be paying for the application.

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 **Payment Gateway** 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.



Paying for the HRWL application

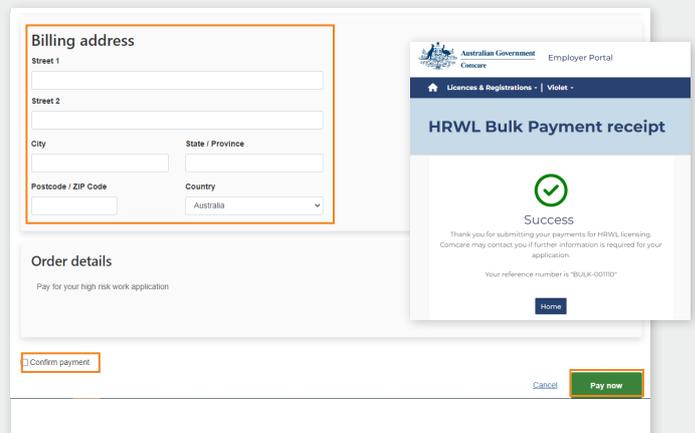
Enter the below details:

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



Enter Billing Address & Pay

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





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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 **Proceed to payment**
- Select the correct payment method
- Click **Submit**

My applications

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	Payment options View application

Home / HRWL Payment

Application details | Payment

Full name *
Rodney Jack

Licence number *
HRWL00010707

Application type
Class Addition

Employer *
ARMY - DOD Military

Application cost
\$65.00

Proceed to payment

Home / HRWL Application Payment

Application fee
\$65.00

Who will be responsible for paying for the HRWL application? *

My employer will pay for the HRWL application

I will pay for the HRWL application

Submit



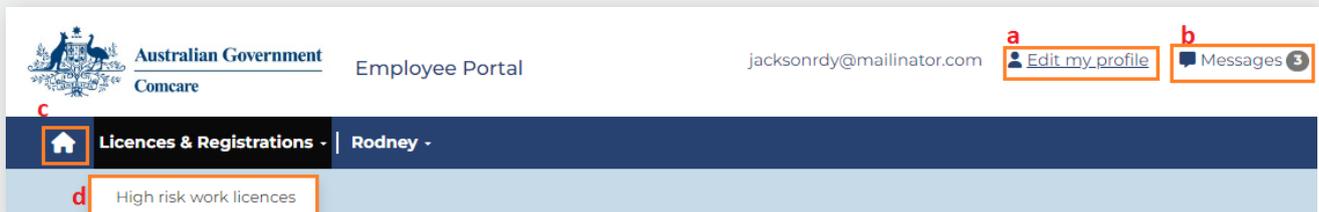


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Navigation

These options make finding your way around the tool easy:

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



Frequently asked questions

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

Contact

Something went wrong? You need to contact someone?

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

