



Australian Government

Comcare

Job information pack

Processing Officer

APS Level 2

\$64,675 to \$71,615 per annum plus 15.4% superannuation

Canberra ACT, Melbourne VIC



Position details

Job reference	VN-0770695
Classification	APS Level 2
Employment status	Ongoing and Non-ongoing <i>*A merit pool may be created and used to fill similar ongoing and non-ongoing vacancies.</i>
Working hours	Full time
Group	Claims Management
Team	Claims Administration and Income Support
Unit	Financial and Client Services
Location	Canberra ACT, Melbourne VIC
Hybrid working arrangements	Hybrid working arrangements are available and may be negotiated with the business area <i>*hybrid working arrangements is only available for advertised locations and refer to negotiated office attendance days, as well as flexibility in start and finish times, and do not extend to fully remote or interstate working arrangements</i>
Eligibility and conditions of employment	Citizenship: Under section 22(8) of the <i>Public Service Act 1999</i> , employees must be Australian citizens to be employed in the Australian Public Service (APS) unless the Agency Head has agreed otherwise, in writing. Security clearance: Ability to obtain and maintain a Baseline security clearance. For further information on eligibility and conditions of employment, please visit our Careers page.
Applications close	Sunday, 19 July 2026 at 11:59pm (Australian Eastern Standard Time)
Contact officer	Please contact Recruitment@comcare.gov.au

About Comcare

At Comcare, our purpose is to *promote and enable safe and healthy work*. We have several important core roles as a regulator, scheme manager, insurer and claims manager. We also have essential enabling roles, focused on supporting education, engagement and better practice approaches to health and safety, injury recovery and return to work, and the capability and capacity of our own workforce.

We are *committed to building and fostering a capable, engaged and high performing workforce* that is trusted and passionate about achieving better work health and safety outcomes for Australians.

About the group and team

The Claims Management Group is a key contributor to Comcare's strategic objective and purpose of delivering an effective, fully funded and sustainable workers' compensation scheme for the Australian Public Service.

The Claims Management Group works with employers and employees to identify and target strategies that facilitate early and sustainable return to work or recovery at work.

The Claims Administration and Income Support (CAIS) team performs several critical financial and administrative services to support the claims business in the management of claims transactions. The CAIS team operates under two sub teams: Income Support and Financial and Client Services.

The Financial and Client Services team is responsible for undertaking administrative claim functions that range from provider payment processing, document processing to taking calls for the contact centre. This is a high-volume environment.

The opportunity

The Processing Officer works within the Financial and Client Services team of CAIS. The role delivers allocated administrative and processing tasks including straight forward payment processing within required timeframes, in compliance with set procedures. This includes providing quality and accurate information to stakeholders on basic and routine procedures, guidelines and policy.

In this role your key responsibilities will include, but are not limited to, the following:

- Maintain a basic understanding of Comcare's purpose, Corporate Plan, claims management strategy and operating model.
- Provide straightforward payment processing and administrative functions to support the team, under routine direction and escalate issues as required.
- Focus on delivering records management and payment services for compensation claimants. This includes coding and classification of records, checking accuracy of information, and creating and maintaining files.
- Maintain a basic understanding of related practices, policies and procedures within the team.

- Provide administrative support in the delivery of projects to develop and improve Comcare's claims financial processing functions, as required.
- Liaise with stakeholders in relation to a specific area of work, delivering effective customer service.
- Act in accordance with APS and Comcare requirements including human resources, financial management and procurement requirements.
- Support the connection and integration of claims records management and payment activities with other functions of Comcare and across the APS.

Our ideal candidate

The ideal candidate is a reliable team player and will show strong attention to detail to deliver accurate, high-volume processing tasks in payments and data. They will have an ability to follow processes and apply guidelines consistently as well as have good organisational skills with an ability to manage routine tasks. They will have developing communication skills including being comfortable providing basic information to stakeholders and working effectively within a team. They will also show resilience and professionalism, particularly when working with sensitive information.

As our ideal candidate, you will have the following skills and capabilities:

1. Ability to perform payment processing functions, as per training and established procedures
2. Ability to identify, gather and share information in a service delivery context
3. Resilient, responsive and collaborative, with a commitment to individual and team outcomes
4. Communicates clearly and positively, including actively listening to colleagues and clients
5. Ability to undertake administrative support including data entry

Desirable experience

- Experience in administration, data entry, or payment processing with proven quality and productivity
- Specific experience in workers' compensation and public service contexts

Work environment

Comcare is committed to maintaining a safe, supportive and respectful workplace that prioritises both physical and psychological health, safety and wellbeing for all employees.

Employees in this position may be exposed to the following work environment factors:

- Distressing or sensitive material, including written records or images that may be confronting.
- Public-facing responsibilities, primarily via telephone and email communications.

- Participation in virtual meetings using platforms such as Microsoft Teams.
- Interactions with customers or stakeholders who may at times present as unreasonable or distressed.

To support employees in managing these risks and performing effectively in the role, Comcare provides access to the following mechanisms:

- A comprehensive onboarding program to build knowledge and confidence.
- A supportive and collaborative team environment.
- A call coaching program to enhance staff capability, performance and support.
- Complaints handling framework, including training to assist in managing challenging interactions.
- Wellbeing-focused development opportunities, such as vicarious trauma training.
- Employee Assistance Program (EAP) services, offering free and confidential counselling support.

Please consider these requirements when submitting your application. If you have any questions on the nature of the work and requirements of the position, please reach out to the contact officer.

How to apply

If you are interested in this opportunity, please apply through Comcare's [Current Vacancies](#) website. In your application, you will be asked to do the following:

- **Attach a Statement of Claims:** In your Statement of Claims, tell us in **one page (maximum)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. Make sure you highlight relevant examples that demonstrate your ability to perform the role and ensure you reference the **skills and capabilities outlined in the 'Our ideal candidate' section**.
- **Attach your resume:** Your resume does not need to include a cover letter as this information should be included in your Statement of Claims. Ensure your resume is **four pages maximum**.
- The contact details of **two referees**, one of which should be your current supervisor.

We welcome candidates from within or outside of the Australian Public Service to apply. When writing your application, we encourage you to consider the [APS Work Level Standards](#), which differentiates between the work expected (i.e. responsibilities and duties) at each classification level.

The Australian Public Service Commission also has guidance on applying for jobs in the Australian Public Service, including suggestions on how to write your pitch using the [STAR Model](#).

Benefits of working with us



We care about making an impact

Make a meaningful contribution to the health and safety of workers nationwide. We design and deliver innovative and prevention focused initiatives that promote and enable safe and healthy work, including strategies to address psychosocial hazards.



We care about you

We value flexibility and diversity. We celebrate our inclusive workplace and provide leave for community volunteer work or activities related to employees' cultural background. All employees have access to a health and wellbeing reimbursement and can use Employee Assistance programs.

We have generous leave provisions with four weeks annual leave, plus additional paid leave over Christmas and New Year, personal/carer's leave and leave for cultural or ceremonial events.



We care about each other

We role model a culture founded on respect and inclusion. Our commitment to safety is reflected in policies that prioritise employee well-being. We recognise your individual needs and provide adaptable work arrangements to foster work-life balance, including work from home and office arrangements, and flex time for employees up to and including the APS6 level.



We care about growing your career

We invest in your career development through a range of learning options, including formal training courses, on-the-job training, support for continued professional development, financial support for work-related study, coaching and mentoring and a year-round calendar of professionally facilitated courses. We foster an environment for you to achieve career goals.



We care about recognising your contribution

We recognise and reward your contribution and commitments to outstanding work. You will experience great working conditions including competitive salaries with 15.4% superannuation, generous leave conditions, modern amenities, and flexible working arrangements. Our annual CEO Awards are one of the ways we formally recognise outstanding achievements.

For more information about what we offer, please read our [Comcare Enterprise Agreement 2024-2027](#).

Merit pool

This selection process may be used to establish a merit pool. The merit pool might be accessed to fill vacancies for similar roles in Comcare or across the broader Australia Public Service over the next 18 months.

RecruitAbility scheme

Comcare is committed to supporting the employment and career development of people with disability. Our participation in the [RecruitAbility scheme](#) means you will be progressed to the next stage of the selection process if you declare you have a disability, opt into the scheme and meet the minimum requirements for the position.

Please indicate in your application if you wish to opt into the RecruitAbility scheme.

Diversity and inclusion

The range and nature of work in Comcare requires a workforce that reflects our diverse society. We are an inclusive employer and actively encourage and welcome applications from Aboriginal and Torres Strait Islander people, people with disabilities, people from diverse cultural and linguistic backgrounds and mature-age people. We are committed to providing an environment that values diversity and supports employees to reach their full potential. If you require any reasonable adjustments to support you, should you be invited to the next stage of the selection process, please indicate this in your application.