



Australian Government

Comcare

Job information pack

APS Level 4 Bulk Recruitment

Claims Administration and Income Support team (CAIS)

- Financial and Client Services Support Officer
- Contact Centre Support Officer
- Income Support Officer
- Claims Debt Recovery Officer
- Payroll Support Officer

\$79,552 to \$87,004 per annum plus 15.4% superannuation

Canberra and Melbourne



Position details

Job reference	VN-0762204
Classification	APS Level 4
Employment status	Ongoing and Non-ongoing <i>Non-ongoing positions will be for a minimum of 6 months initial placement with the possibility of extending up to 2 years (or 2 contracts whichever is less) or becoming Ongoing.</i>
Working hours	Full time or Part time
	A minimum of 20 hours per week for part time
Group	Claims Management
Team	Claims Administration and Income Support
Location	Canberra ACT, Melbourne VIC
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 conditions of employment, please visit Working at Comcare.
Applications close	Wednesday, 10 September 2025 at 11:59pm (AEST)
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 team

The Claims Administration and Income Support team (CAIS) is part of Claims Operations in Claims Management Group (CMG) and is responsible for the financial and administrative aspects of Comcare's claims management service.

The Claims Administration and Income Support team performs financial services to support the claims business in the management of claims transactions. This includes calculation and transactional processing of accounts payable and weekly incapacity benefits. The team performs reconciliations of financial information across a variety of sources, identifies anomalies and addresses these within legislative and policy frameworks. The team develops and implements financial recovery programs where opportunities are identified including but not limited to overpayments and third-party recoveries.

The Claims Administration and Income Support team has two sub-units, which are:

1. The **Income Support** unit is responsible for all aspects of claims income support including assessment, assurance, payroll for incapacity, and recoveries.
2. The **Financial and Client Services** unit includes the Contact Centre and is also responsible for processing new claims, emails, documents and invoices in a timely manner in support of injured workers, service providers and the broader group.

The opportunities

In joining this team of over 50 dedicated people you will have exposure to various functions and activities.

We have the following roles available:

- Financial and Client Services Support Officer
- Contact Centre Support Officer
- Income Support Officer
- Claims Debt Recovery Officer
- Payroll Support Officer

Your key responsibilities will include, but are not limited to, the following:

- Assisting your team leader to train and support the team members who are primarily responsible for the timely processing of information, invoices and new claims into Comcare systems to enable prompt responses and payments from Comcare,
- Liaison with injured workers and service providers on the claims process,
- Talking to injured workers about the information they have submitted, to help make their claims experience smooth,
- Representing Comcare professionally in your dealings, transferring calls to Claims Managers and others within Comcare and CMG as appropriate,
- Calculating, actioning and quality assuring incapacity payments (compensation for loss of income due to a workplace injury) as per specific legislative requirements,
- Contacting people and businesses who have been overpaid by Comcare, to recover that overpayment,
- Working collaboratively with your peers in a fast-paced environment where a culture of feedback and continuous improvement is nurtured.

Our ideal candidate

Our ideal candidate is someone who enjoys contributing to the bigger picture and representing an employer well. You will have an enthusiastic approach to work, a commitment to customer service, the willingness to have difficult conversations and an interest in your own and others personal development.

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

1. An established work history,
2. Experience working with legislation,
3. An aptitude for computer-based work and administration,
4. The ability to confidently work with various Microsoft and other systems,
5. A proven customer focus, with a strong attention to detail,
6. Experience working in an effective team, with a commitment to team outcomes.

Qualifications and experience

Highly Desirable:

- Demonstrated experience in financial or process functions. For the Payroll Support Officer role, ideally over 1 year experience in the payroll function.
- Experience in a service delivery or administration support environment.
- Related Certificate/Diploma/tertiary qualifications.

Work environment

Comcare is committed to providing a safe, supportive and respectful workplace that prioritises physical as well as psychological health, safety and wellbeing.

None of our dealings with external customers are face to face, and staff are only required to provide a first name to their customers.

In performing the duties of this position, employees may experience:

- exposure to potentially distressing material relevant to claims
- occasional customer or stakeholder aggression
- high work volumes

Staff are provided with training and support for their onboarding and ongoing needs (such as Managing Aggressive calls and dealing with vicarious trauma), to help manage these requirements. We also encourage regular access to the Employee Assistance Program (EAP).

New staff generally work in-office for their first month, followed by 2 days per week in-office attendance.

Employees in these positions will be expected to participate in calls that are recorded. Recorded calls you participate in as part of this role may be used for purposes of quality assurance and ongoing training and development.

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 **750 words or one page** 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**.
- **Please indicate which role/s you are applying for.**
- **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 one **referee**, who will ideally 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.