



Australian Government

Comcare

Job information pack

Graduate Program 2026

APS Level 4

\$79,552 per annum plus 15.4% superannuation

Canberra ACT, Sydney NSW, Melbourne VIC,
Brisbane QLD

** Designated locations for specific Graduate roles are listed on the following page.*



Position details

Job reference	VN-0762006
Classification	APS Level 4
Employment status	Ongoing
Working hours	Full time
Group	Claims Management, Regulatory Operations, and Corporate
Team	Claims Operations, National Investigations and Oversight, People Operations, Technology and Information Management
Location	Claims Support Graduate – Canberra or Melbourne Investigations and Oversight Graduate – Canberra, Sydney or Brisbane Human Resources Graduate – Canberra or Melbourne Information Technology Graduate – Canberra
Eligibility and conditions of employment	<p>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.</p> <p>Security clearance: Ability to obtain and maintain a Baseline security clearance.</p> <p>Location: Canberra, Melbourne, Sydney or Brisbane. Applicants must be based in or willing to relocate to the location of the role.</p> <p>For further information on conditions of employment, please visit Working at Comcare.</p>
Applications close	Sunday, 14 September 2025 11:59pm (Australian Eastern Standard Time)
Contact officer	Please contact EntryPrograms@comcare.gov.au or 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.

Comcare's 12-month graduate program offers you opportunities to do meaningful work, access to professional training and development and mentoring to support professional relationships in a challenging and rewarding workplace.

The current [Comcare Enterprise Agreement 2024-2027](#) outlines the benefits we offer our employees. We provide competitive salaries and offer graduates attractive employment conditions, including generous leave provisions and access to a range of flexible working arrangements, including hybrid remote/office work to promote a work/life.

Graduates will progress to an APS5 classification level at the end of the 12-month program subject to:

- satisfactory completion of the graduate program, probation, and performance requirements
- availability of a suitable role at the APS5 level in the business area
- the graduate having the relevant experience and capabilities in line with the [APSS Integrated Leadership System Profile](#).

The opportunity

As a Graduate you will be responsible to undertake the following:

- Under direction, manage a range of specified projects and tasks assigned from group business plans and under the Graduate Program.
- Drafting, preparing and/or proof-reading documents such as briefing notes, memoranda, reports, correspondence, guidelines, manuals, procedures and publications.
- Liaising with staff and other internal and external stakeholders about a range of matters relating to the organisation's operations.
- Understanding, interpreting and applying advice to relevant legislation such as; the *Safety, Rehabilitation and Compensation Act 1988* and the *Work Health and Safety Act 2011*.
- Collating, researching, analysing, auditing and reporting on qualitative and quantitative information.

- Copying, collating and distributing documents, in line with Comcare's records management principles.
- Providing secretariat support to internal/external committees.
- Representing at seminars, workshops, networks and other external forums with credibility and professionalism.
- Actively participate in all elements of the Graduate Program and additional corporate learning and development activities.

About the teams

Information Technology Graduate (Canberra only)

The Information Technology Graduate role will sit within the TAIM team within the Corporate Group maintains Comcare's Information, Applications, Communication and Technology infrastructure and provide strategic leadership on architecture, governance, solutions, Information Communication and Technology security and advice for the effective management of information and systems.

As the Information Technology Graduate, you will get to work on designing, delivering, managing and protecting technology solutions and services that underpin the Comcare's operations.

Your work in the Information Technology stream could include:

- designing the systems around verifiable data and information including managing information through its lifecycle, from creation, to discovery, to matching
- cyber threat intelligence
- Information Technology and cyber security
- Information Technology strategy and architecture
- Information Technology service management
- Information Technology infrastructure and networks
- technology portfolio and asset management
- sourcing, vendor and contract management.

Human Resources Graduate (Canberra or Melbourne only)

The Human Resources Graduate role will sit within the People Operations team. The team has responsibility for providing a broad range of enabling services to support Comcare and its employees. Services include Workplace Relations, Change Management, HR Systems, Payroll, Performance and Conduct and Recruitment.

The People Operations team is responsible for supporting operations of Comcare by delivering essential human resources services and ensuring compliance with workplace policies and practices. The team works collaboratively to enhance employee experience and organisational effectiveness.

The People Operations team consists of the following units: Recruitment, HR Systems and Payroll, Performance and Conduct, and Workplace Relations and Change Management. Together, these units provide comprehensive support to drive workforce development and operational efficiency.

Claim Support Graduate (Canberra or Melbourne only)

The Claims Operations team within the Claims Management Group (CMG), is a large, multi-disciplinary team delivering high quality claims management services. The team is made up of Claims Managers, Senior Claims Managers, and Employer Account Managers, with support from Senior Injury Managers. The team collaborates to achieve positive health and return to work outcomes for employees and employers. Each Claims Operations team is assigned Australian Public Service (APS) portfolios, agencies or specialised claims and is accountable for the management of claims within their portfolio; relationship management for the agencies within that portfolio and achieving positive claim outcomes for that portfolio.

The Claims Support Officer Graduate will be working as a key member of the Claims Operations team. The role's responsibility will be to manage claims effectively, engaging with injured workers, employers, and medical providers to support recovery and return to work outcomes.

The successful Graduate will develop strong case management skills while contributing to the broader goals of the CMG. In the role you will be granted the opportunity to rotate through various segments of the CMG, gaining exposure to core functions such as Return to Work, Performance, Client Experience, and Claims Administration and Income Support. These rotations are designed to build a comprehensive understanding of the claim lifecycle and the delivery of high-quality customer service.

Investigations and Oversight Graduate (Canberra, Sydney or Brisbane only)

The National Investigations and Oversight (NIO) team within the Regulatory Operations Group (ROG) is responsible for supporting the objective of Comcare and the ROG to be a nationally consistent, risk-based Work Health and Safety (WHS) regulator by ensuring the delivery of effective, consistent, and targeted national regulatory operations to organisations within the Comcare Scheme.

The team is responsible for managing, monitoring, and reporting on compliance of WHS Undertakings, undertaking complex criminal investigations into alleged breaches of the WHS Act, conducting enquiries into fatal incidents reported to Comcare, providing support and assistance to families and injured workers following a work-related death or serious injury and supporting the implementation of the *Australian Government Investigation Standard 2022* (AGIS) within Comcare.

The Investigations and Oversight Officer Graduate will be responsible for supporting the Senior Investigations and Oversight Officers and the broader NIO team. The role will undertake administrative, governance and compliance support to all functions of NIO including investigations, WHS Undertakings, the Family Liaison Officer and the AGIS Project team. This will include extensive drafting of correspondence, coordination of consultation activities, and quality assurance activities.

The role will assist Investigators with the preparation of briefs of evidence and disclosure schedules for the Commonwealth Director of Public Prosecutions. The role will also contribute to the development, maintenance and continuous improvement of the governance, reporting and legislative requirements imposed upon NIO.

Our ideal candidate

We are seeking enthusiastic Graduates with an innovative and growth mindset from a range of educational disciplines with an interest in:

- Human Resources
- Information Technology
- Allied Health
- Regulation and Compliance

In addition to your academic qualifications, Comcare will be looking for Graduates that are:

- outcomes focused
- collaborative
- responsive to changing needs
- honest and truthful in their interactions with others
- effective communicators
- critical thinkers.

Qualifications

1. Completion of at least an Australian Qualifications Framework Level 7 qualification (a Bachelor's degree), or equivalent by 31 December 2025.
2. Completion of the most recent eligible qualification between 1 January 2021 to 31 December 2025.

Work environment

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

- Incumbents in this role may be required to participate in routine programs to support mental wellbeing, for example wellbeing checks or group supervision.
- Training and supports are provided for employees to manage client engagements and the expectations of the role.
- In performing the duties of this role, employees may be exposed to potentially distressing material/events, customer or stakeholder aggression, and or work-related travel.
- Employees in this role 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 role, 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 no more than **750 words (one page)** why you are applying for this role and how your skills, knowledge and experience address the requirements of the role. As our ideal candidate, you will have the following skills and capabilities:

- proven ability to work collaboratively and maintain productive working relationships
- demonstrated ability to achieve results and respond to changing priorities
- demonstrated initiative and commitment to act with honesty and integrity
- demonstrated ability to communicate with influence
- demonstrated excellent analytical and critical thinking skills.

Make sure you highlight relevant examples that demonstrate your ability to perform the role.

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 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.

