

# How do I claim my Incentives?

When your apprentice or trainee reaches the trigger point for claiming your incentive, the claim form will automatically be sent directly to your email address.

You will need to look out for an email from [noreply@industry.gov.au](mailto:noreply@industry.gov.au) with subject line: **TYIMS-SmartForms – Claims. Submit your claim.**

Note: These are often diverted to your Junk Mail or Spam folders

You open this claim by clicking on the link and using the security code provided within the body of the email. Please read through the claim carefully and please take particular note of the following:



- ◆ The first page of the online form cannot be amended. For any changes that are required, press the 'continue' tab to go to the next page and update details in the relevant section/s.
- ◆ For your Commencement/Recommencement claim, it cannot be submitted without verification that training has commenced. Please upload/attach a copy of the signed training plan you have received from your Registered Training Organisation.
- ◆ When you have completed your section of the claim, select the 'Submit' tab. The form will be emailed to your Apprentice/Trainee to co-authorise the claim. If the Apprentice/Trainee is unable to fill in the online claim, or you wish to skip this step, you can select the 'Co-authoriser Not Available' tab and upload/attach a copy of a payslip or separation certificate ensuring the pay period on the payslip covers the 'claim effect date'. You will find this 'effect date' on the front page of your claim. This step will mean the claim is not being emailed to Apprentice/Trainee and will be emailed directly to us at Apprenticeships Matter for processing.
- ◆ Alternatively, once your Apprentice/Trainee has completed their section and selected the 'Submit' tab, the claim will be sent to Apprenticeships Matter for processing.
- ◆ A fully completed claim will be processed within 10 working days. You will receive a 'Claims Receipt' email once the claim has been processed and your payment will clear into your bank account within 10 working days of this receipt email.

**Please note:** Claims that are not fully completed are unable to be actioned and will cause a delay in your payment, so please read the form thoroughly and complete all sections required before clicking submit. Generally, a missing Training Plan is the most common reason that a Commencement Claim cannot be paid.

The online Smart Claim will only remain valid for 60 days. If neither yourself nor your apprentice action the form within this time, a new claim form will be required.

Please contact us if you need to update your contact details, including your email address, as this will reduce any delays in receiving and processing your claims.