

Accepting or declining liability for aids, appliances, alterations and modifications

Claim management

- ✓ Claim reviews

- ✓ Medical treatment and other support

- ✓ Rehabilitation and return to work

- ✓ Incapacity calculation and payment

- ✓ Reimbursement and other payments

- ✓ Overpayments and recoveries

- ✓ Work related death

- ✓ New or changed conditions

- ✓ Permanent impairment

- ✓ Miscellaneous

Jump to:

Introduction

An employee is entitled to claim compensation for aids, appliances, alterations and modifications under the SRC Act. This page provides the procedures for:

- How to accept liability for aids, appliances, alterations and modifications, and
- How to decline liability for aids, appliances, alterations and modifications.

Before accepting or declining liability for aids, appliances, alterations, and modifications, you should be familiar with the information under [Aids and appliances under section 16 and section 39](#) of the SRC Act, [Alterations and modifications under section 39](#) of the SRC Act, [Reasonable costs for aids, appliances, alterations and modifications](#) and [Determining liability for aids and appliances under section 16 and 39](#) of the SRC Act.

[Return to top of page](#) | [Return to top of section](#)

How to accept liability for aids, appliances, alterations and modifications

The following procedure explains how to accept liability for claims for aids, appliances, alterations, and modifications.

Step 1: Have you completed the relevant determining liability procedure?

- if yes, continue
- if no, refer to relevant procedure.

Step 2: Phone the employee –

your phone call should include:

- details of the accepted item
- section of the SRC Act that the item is being accepted under, and
- how you came to your decision and the evidence considered.

Step 3: Phone the rehabilitation case manager (RCM) –

your phone call should include:

- details of the accepted item
- section of the SRC Act that the item is being accepted under
- how you came to your decision and the evidence considered, and
- the employers' rights to appeal if they disagree with the decision.

Step 4: Send letter to the employee and RCM including:

- details of the accepted item
- section of the SRC Act that the item is being accepted under
- how you came to your decision and the evidence considered
- the determined cost
- your Rights and Options notice, and
- copies of the evidence used in making the decision.

Important: For previously paid alterations to a residence or modifications to a vehicle remember to take into account any net financial gain that may have been calculated when determining the compensable amount.

Step 5: Enter a comment in Pracsys –

go to '*Manage Claim Comment*' (MCOM):

- enter the details of the specific aids, appliances, alterations, or modifications that you have accepted liability for and specify which section of the SRC Act that they have been approved under, or
- for alterations or modifications above \$10,000.00, enter the details of the approval including company performing the works and ABN, including the record number and folio on Pracsys for the letter of determination and copies of the valuations, and
- ensure that you record your conversations with the employee, RCM, and other relevant persons.

Step 6: Update the treatment plan in Pracsys –

go to '*Amend Payment Authorisation (Treatment Plan)*' (ACTP):

- in the '*End Date*' field enter the relevant date for which liability has been approved to
- enter details of the aid, appliance, alteration or modification and the cost approved, or
- if for alterations or modifications with an approved cost above \$10,000.00 enter details of the approval including company performing the works and ABN, approved cost, place of residence address, outcome of valuations, including the record number and folio on Pracsys for the letter of determination and the copies of the valuations.

[Return to top of page](#) | [Return to top of section](#)

How to decline liability for aids, appliances, alterations, and modifications

The following procedure explains how to decline liability for claims for aids, appliances, alterations, and modifications.

Step 1: Have you completed the relevant determining liability procedure?

- if yes, continue
- if no, refer to relevant procedure.

Step 2: Phone the employee –

your phone call should include:

- details of the declined item
- section of the SRC Act that the item is being declined under,
- how you came to your decision and the evidence considered, and
- the employee's rights to appeal if they disagree with the decision.

Step 3: Phone the rehabilitation case manager (RCM) –

your phone call should include:

- details of the declined item
- section of the SRC Act that the item is being declined under
- how you came to your decision and the evidence considered, and
- the employer's rights to appeal if they disagree with the decision.

Step 4: Send letter to the employee and RCM including –

- details of the declined item
- section of the SRC Act that the item is being declined under
- how you came to your decision and the evidence considered
- the determined cost
- Your Rights and Options notice, and

- copies of the evidence used in making the decision.

Important: For previously paid alterations to a residence or modifications to a vehicle remember to take into account any net financial gain that may have been calculated when determining the compensable amount.

Step 5: Enter a comment in Pracsys –

go to '*Manage Claim Comment*' (MCOM):

- enter the details of the specific aids, appliances, alterations, or modifications that you have declined liability for and specify which section of the SRC Act that they have been declined under, or
- ensure that you record your conversations with the employee, employer, and other relevant persons.

Step 6: Has an invoice been entered in Pracsys?

- if yes, go to 'Determine Invoice' (TCI) and amend the determination status to rejected and select a reason from the determination reason drop down box.
- if no, end procedure.

[Return to top of page](#) | [Return to top of section](#)