

Authority, or withdrawal of authority, to act on employee's behalf

Claims administration

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Introduction

An employee may advise Comcare that someone else can deal with Comcare or discuss matters relating to their claim on their behalf. This could include legal representation or another form of representation such as family members, a union delegate or another person.

There are two levels of authority someone might have:

- act on behalf - this includes receiving all correspondence and making decisions in relation to the claim including, but not limited to, claiming benefits, requesting reviews and requesting personal information
- authority to discuss - this allows someone to discuss all matters in relation to the claim, but without authority to make a decision.

There may also be cases where an employee wishes to withdraw their consent for a third party to act on their behalf with Comcare or to discuss matters relating to their claim.

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How does the employee nominate someone to have authority?

When an employee requests they would like to give or withdraw authority for a third party to act on behalf or to discuss their claim, you need to ask them to complete an [Authority/Removal of Authority to Act on Employee's Behalf](#) form ('Authority to Act' form). On this form, they need to identify what level of authority they give.

You do not need to request the completion of the 'Authority to Act' form if the employee:

- has indicated in their [Workers' Compensation Claim Form](#) that they have a third party acting on their behalf
- provided a letter stating they give/withdraw authority to a third party acting on their behalf and it contains the information required.

Where the employee has provided authority for a representative to act on their behalf, you must communicate with the employee only through that representative. However, should the employee contact Comcare directly you must still action any requests they make.

Where a solicitor advises Comcare they are acting for an employee, Comcare will take this declaration at face value and accept this as an authority to act on the employee's behalf. In this case, a letter must be sent to the employee advising that Comcare will direct all relevant correspondence through the solicitor, unless advised otherwise by the solicitor or the employee.

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Procedure for actioning a request or revoking authority

To action a request or revoke authority, follow the steps set out below:

Review the 'Authority to Act' form

Has the form been completed correctly?

- if yes, continue
- if no, phone the employee to advise receipt of the form and confirm their intentions. Advise that you will send the form back for completion.

Note: If you are advised verbally that an employee wishes to request or withdraw their consent for a third party to act on their behalf, you will need to forward the [Authority/Removal of Authority to Act on Employee's Behalf](#) (Authority to act) form to the employee for completion. Any withdrawals of authority must be provided in writing.

Note: If you have received a letter from the employee which provides the information required, you do not need to request the employee to complete the 'Authority to Act' form.

Note: an employee may provide consent over the phone if they need to hand the call over to someone in the room to discuss the claim to enable the call to progress.

Update the details of the employee's authority to act in Pracsys

If the employee has nominated someone to act on their behalf, go to '*Amend Claim Registration*' (ACLM) and in the:

- '*Comcare Details*' tab update the '*Act On Behalf*' field with the representative's name, phone number and email address.

If the employee has nominated someone to discuss their claim, go to '*ACLM*' and in the:

- '*Comcare Details*' tab update the '*Authority to Discuss Claim*' section and select the most appropriate title by ticking the 'Yes' box and enter the representative's name and phone number.

If the employee has withdrawn their consent for someone to act on their behalf, go to ACLM and in the:

- '*Comcare Details*' tab update the '*Authority to Discuss Claim*' section and de-select the appropriate title by unticking the 'Yes' box
- '*Comcare Details*' tab update the '*Act on Behalf*' field and remove the representative's name and phone number.

Update the mailing address

If a representative is acting on behalf of an employee, does the employee's postal address need to be updated to forward correspondence to the representative?

- if yes, go to '*ACLM*' and in the '*Mail Address*' field enter the representatives mailing address
- if no, continue.

If the employee is withdrawing consent, go to '*ACLM*' and in the:

- '*Comcare Details*' tab update the '*Act on Behalf*' field and remove the representative's name and phone number and replace them with the employee's postal address.

Note: '*Line 1*' of the '*Mail Address*' block should state '*c/o - (name of representative)*'.

Enter comments in Pracsys

If the employee has nominated/withdrawn someone to 'Act On Behalf', go to 'Manage Claim Comment' (MCOM):

- enter comment providing the details of the representative authorised/not authorised to act on the employee's behalf.

If the employee has nominated/ withdrawn someone to have 'Authority to Discuss Claim', go to 'MCOM':

- enter comment providing the details of the person authorised/not authorised to discuss the employee's claim.

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