

Change of personal information

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Introduction

An employee may change their details at any time. It is preferable that all requests for amendments be submitted in writing by the employee.

Reasons for a change can include:

- death
- marriage/divorce
- moving houses
- changing email address
- new solicitor
- change of phone number or loss of mobile phone
- solicitor, family member or a friend nominated to act on the employee's behalf.

An employee may be represented by someone else. For information about representation/authorisation to act on someone's behalf, refer to the [Authority, or withdrawal of authority, to act on employee's behalf](#) page.

An employee can add and change their email and bank account details using the online form on the Comcare website: [Comcare Online Forms](#). If an employee uses this online form, the information automatically flows through to Pracsys and no further action is required.

Where the employee provides new or updated EFT details:

- If they are due to receive medical payments, please email [CAIS Complex](#)
- If they are due to receive incapacity payments, please email [CAIS Incapacity assessment](#)

If they are due to receive both, please email both teams

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Name and/or gender change

When an employee changes their name, they should provide Comcare with a copy of their marriage, divorce or name change certificate. Only a legal document can be used to change a name. In the absence of these documents, a [Statutory Declaration](#) can be provided to support a name change and the supporting documentation must be retained on the employee's claim file

An employee is not required to supply evidence where they advise of a change in their gender or preferred title.

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Procedure for amending an employee's personal information

If the change is in relation to acting on the employees behalf, refer to the [Authority, or withdrawal of authority, to act on employee's behalf](#) page.

- 1. Receive and verify any relevant supporting evidence**

If the employee has changed their name, ensure supporting evidence has been provided.

- 2. Confirm the request**

Phone the employee to confirm the requested change is correct.

- 3. Make the change in Pracsys**

For contact details and gender changes:

Go to '*Amend Claim Registration*' (ACLM):

- i. Select the 'Employee' tab.
- ii. Amend the employee's details.
- iii. Select 'OK'.

Note: Only Assistant Directors have the ability to change names in Pracsys.

4. Enter a comment in Pracsys.

- i. Go to 'Manage Claim Comment' (MCOM) and enter a comment.
- ii. Record all your conversations.
- iii. Your comment should also include what change has been made to the employee's details.

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