



Australian Government

Comcare

CASE MANAGER UPDATE

This form is used to create a new Case Manager, replace all of a previous Case Manager's claims with a new Case Manager, or update details of an existing Case Manager in Comcare's data base.

To avoid potential privacy breaches, the Case Manager must be an individual (not a position title or generic name) nominated by the Agency's Customer Information System (CIS) Administrator or Customer contact.

Please complete all fields on this form. If you have any questions about this form please call Comcare on 1300 366 979. Incomplete forms will be returned for completion.

Please return by email to agency.updates@comcare.gov.au

Customer (Agency) Customer number

Create Case Manager Amend Case Manager Replace Case Manager

Replace and deactivate (Previous Case Manager Name)

NEW CASE MANAGER

Title

First name

Surname

Position

Phone Fax Mobile

Email

Mail address

Does this Case Manager have delegation authority?* Yes No

*Delegations under s. 36 and s. 37 of the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act) for the Rehabilitation Authority (section 41(a) Officer of or person employed by the Department, Commonwealth authority or licensed corporation) and Information Privacy Principles must be applied.

For access to the Customer Information System please fill out the [CIS access form](#).

NOTE TO CASE MANAGER AND CUSTOMER CONTACT

Claim information and access to this is governed by the *Privacy Act 1988* (Privacy Act). To avoid breaches of the Privacy Act, it is the responsibility of the Case Manager and/or the Agency to notify Comcare when a Case Manager is no longer working in that role or their contact details change. All claims allocated to that Case Manager must be reallocated to an active Case Manager, enabling Comcare to deactivate the previous Case Manager.

Case Manager Signature	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
Contact Name (print)	<input type="text"/>		
Customer Contact Signature	<input type="text"/>	Date	<input type="text"/> / <input type="text"/> / <input type="text"/>
Customer Contact Name title	<input type="text"/>		

Comcare Employer Account Management:
Phone 1300 366 979
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