



Initial Effective Date - Revise

This procedure is used where the initial effective date on a case is determined to be incorrect.

If a change to the effective date is required pre-initial calculation then the caseworker should refer to their team leader who has the workaround to change it for them.

Where the change to the effective date is required for post-initial calculation then the caseworker should raise an advice and guidance service request (SR) to confirm that the effective date should be changed unless you are amending the effective date following the [Effective Date - Client Challenge](#) process. For more information refer to [Advice and Guidance - Create Request](#).

If the response from Advice & Guidance (A&G) is to amend the effective date, raise an incident with the AAC who hold the workaround for the following scenarios:

- The initial effective date needs to be revised to an earlier date
- The initial effective date needs to be revised to a later date and the paying parent isn't in receipt of a prescribed benefit

If either of the following scenarios require revision of the effective date an incident should be raised. For more information refer to [Incident Management - Manage Incident Locally](#):

- Where there has been a recalculation or closure completed after the initial calculation
- Where there has been a change to service type completed after the initial calculation

If the effective date has been changed due to client challenge, the caseworker will also need to consider other decisions made on the case, for more information refer to [Mandatory Reconsideration](#).

Related Items

[Advice and Guidance - Create Request](#)

[Calculation - Initial](#)

[Effective Date - Client Challenge](#)

[Incident Management](#)

[Mandatory Reconsideration](#)