



Endmatter

162 Glossary

165 Contacting the Tribunal

Glossary

AASB	Australian Accounting Standards Board
AAT	Administrative Appeals Tribunal
AAT Act	<i>Administrative Appeals Tribunal Act 1975</i>
AAT Regulations	<i>Administrative Appeals Tribunal Regulations 1976</i>
AATCAMS	The Tribunal's computerised case management system
ACT	Australian Capital Territory
ADJR Act	<i>Administrative Decisions (Judicial Review) Act 1977</i>
ADR	Alternative dispute resolution
Affirm	The Tribunal may affirm a decision under review. This means that the original decision still stands.
AIAL	Australian Institute of Administrative Law
AIIA	Australian Institute of Judicial Administration
ALD	Administrative Law Decisions
ANAO	Australian National Audit Office
Applicant	Person who has lodged an application for review with the Tribunal.
Application for extension of time	Applications must be made to the Tribunal within a certain time limit. However, an application may be made to the Tribunal to ask for an extension of time in which to lodge an application.
APS	Australian Public Service
ARC	Administrative Review Council
ASIC	Australian Securities and Investments Commission
ASIO	Australian Security Intelligence Organisation
ATSI	Aboriginal and Torres Strait Islander
AWA	Australian Workplace Agreement
CLE	Continuing Legal Education
COAT	Council of Australasian Tribunals
Conference	Also called a preliminary conference. A conference is conducted by a Tribunal Member or Conference Registrar with both parties present. The purpose of the conference is to identify issues in dispute, to negotiate a settlement of the case or, if settlement is not possible, to prepare a matter for a hearing.
Confidentiality order	The Tribunal may make an order directing that a hearing or part of a hearing be held in private and/or prohibiting or restricting the publication of the names of a party or witnesses. The Tribunal may also give directions prohibiting or restricting the publication of evidence or documents lodged with the Tribunal.

Directions hearings	Directions hearings may be held to deal with procedural matters such as the exchange of statements or documents, or, to clarify issues for a hearing. They may also be held to give directions to ensure progress in a matter in which there has been delay by a party.
Dismissal of application	In certain circumstances, an application may be dismissed by the Tribunal without proceeding to review the decision. An application may be dismissed, for example, by consent, or if the applicant fails to appear, or if the Tribunal is satisfied that the application is frivolous or vexatious.
EL	Executive Level officer of the Australian Public Service
EMS	Environmental Management System
FCA	Federal Court of Australia
FMO	Finance Minister's Orders
FOI	Freedom of information
Hearing	Appearance of parties and witnesses before the Tribunal to determine a matter. A hearing will proceed before a one-member, two-member or three-member Tribunal.
IFRS	International Financial Reporting Standards
Interlocutory application	An application to resolve procedural matters before a hearing, such as applications for a confidentiality order or an application for an extension of time to lodge an application.
IT	Information technology
Mediation	Mediation is a meeting involving the parties and a Tribunal member or Conference Registrar (the mediator). The parties try to negotiate a settlement of their case with the help of the mediator. The mediator is neutral and does not recommend or impose a settlement.
MP	Member of Parliament
MRT	Migration Review Tribunal
NAATI	National Accreditation Authority for Translators and Interpreters
NESB	Non-English-speaking background
NNTT	National Native Title Tribunal
NSW	New South Wales
NT	Northern Territory
OH&S	Occupational health and safety
Outcome	The result, impact or consequence of actions by the Australian Government on the Australian community.
Output groups	The aggregation based on homogeneity, type of product or beneficiary target group, of outputs.
Outputs	The goods or services produced by agencies on behalf of government for external organisations or individuals.
Outreach	A Tribunal program to help and inform self-represented applicants about Tribunal practices and procedures.

Party	A party is the applicant or the respondent.
Party joined	Where a person has applied to the Tribunal for review of a decision, any other person whose interests are affected by the decision may apply to be made a party to the proceeding, and the Tribunal may grant that application. This person is a party joined.
PBS	Portfolio Budget Statements
Portfolio Agency Budget Statements	Statements prepared by portfolio agencies to explain the Budget appropriations in terms of outcomes and outputs.
PSRT	Professional Services Review Tribunal
PWD	People with disabilities
Qld	Queensland
Remit	The Tribunal may set aside a decision and send it back (remit it) to the original decision maker to be reconsidered in accordance with any directions or recommendations of the Tribunal.
Respondent	The party who responds to or answers an application. This is usually the minister, official or agency which made the original decision.
RRT	Refugee Review Tribunal
SA	South Australia
Section 29 notice	A notice by the Tribunal to the agency that made the decision against which an application for review has been made, advising the agency of the application.
Section 37 documents	The statement and documents produced by an agency under section 37 of AAT Act, known generally as 'T documents'. They include the reasons for the decision against which an appeal is being made to the Tribunal, and other relevant documents.
SES	Senior Executive Service
Set aside	The Tribunal may set aside a decision under review. The effect is that the Tribunal disagrees with the original decision and makes a new decision.
SSAT	Social Security Appeals Tribunal
Stay order	An order of the Tribunal to suspend the implementation of the decision under review until the matter is determined or resolved.
Summons	A notice issued by the Tribunal calling a person to appear before it or to produce documents to it.
Tas	Tasmania
Taxation Division	Taxation Appeals Division
T documents	See 'Section 37 documents'.
Tribunal	Administrative Appeals Tribunal
Vary	The Tribunal may vary a decision under review. This means that the Tribunal changes or alters the original decision.
Vic	Victoria
VRB	Veterans' Review Board
WA	Western Australia

Contacting the Tribunal

The Tribunal can be contacted in person, by telephone or in writing (by letter or fax). Office hours are 8.30 am to 5.00 pm, Monday to Friday.

If you are writing to the Tribunal, the letter should be addressed to:

The District Registrar
AAT
GPO Box 9955
Your capital city

Registry locations and contact numbers

New South Wales

District Registrar
Level 7
City Centre Tower
55 Market Street
SYDNEY NSW 2000

Telephone: (02) 9391 2400
Facsimile: (02) 9283 4881

Victoria

District Registrar
Level 16
Southgate, HWT Tower
40 City Road
SOUTHBANK VIC 3006

Telephone: (03) 9282 8444
Facsimile: (03) 9282 8480

Queensland

District Registrar
Level 4
Commonwealth Law Courts
Cnr North Quay and Tank Street
BRISBANE QLD 4000

Telephone: (07) 3361 3000
Facsimile: (07) 3361 3001

South Australia

District Registrar
11th Floor
Chesser House
91 Grenfell Street
ADELAIDE SA 5000

Telephone: (08) 8201 0600
Facsimile: (08) 8201 0610

Western Australia

District Registrar
Level 8
Quadrant Building
1 William Street
PERTH WA 6000

Telephone: (08) 9327 7200
Facsimile: (08) 9327 7299

Tasmania

District Registrar
Ground Floor
Commonwealth Law Courts
39–41 Davey Street
HOBART TAS 7000

Telephone: (03) 6232 1712
Facsimile: (03) 6232 1701

Australian Capital Territory

District Registrar
4th Floor
Canberra House
40 Marcus Clarke Street
CANBERRA ACT 2601

Telephone: (02) 6243 4611
Facsimile: (02) 6247 0962

Northern Territory

Northern Territory residents should direct any enquiries to the Queensland Registry.

National telephone number

The Tribunal provides a national telephone number—1300 366 700. You can use it to call the Tribunal's office, in the capital city of the State in which you live, for the cost of a local call. Those calling from the Northern Territory and the Northern Rivers area of NSW will be connected with Brisbane.

Telephone typewriter service

The Tribunal has established a telephone typewriter service for the deaf and hearing or speech impaired. The service's number is 1800 650 662. You can use this service to call the Tribunal from anywhere in Australia free of charge. It is not a voice phone and cannot be used as such.

Tribunal website

Further information about the Tribunal, including more details about contacting the Tribunal, is available from the Tribunal's website—
www.aat.gov.au.



Indexes

168 Compliance Index

170 Alphabetical Index

Compliance Index

Description	Page
Letter of transmittal	iii
Table of contents	iv
Indexes	168–174
Glossary	162–164
Contact officer	v
Internet home page address and internet address for report	v
<i>Review by the President</i>	2–3
<i>Agency overview</i>	
Overview description of agency	12–20
Role and functions	12–13
Organisational structure	13–14
Outcome and output structure	25
Where outcome and output structures differ from PBS format, details of variation and reasons for change	No variation
<i>Report on performance</i>	
Review of performance during the year in relation to outputs and contribution to outcomes	25–30
Actual performance in relation to performance targets set out in PBS/PAES	26–28
Performance of purchaser/provider arrangements	Not applicable
Where performance targets differ from the PBS/PAES, details of both former and new targets, and reasons for the change	No variation
Narrative discussion and analysis of performance	22–30

Description	Page
Trend information	22–30, 126–138
Factors, events or trends influencing performance	2–5, 22–30
Significant changes in nature of principal functions/services	No significant changes
Performance against service charter customer service standards, complaints data, and the agency's response to complaints	31
Social justice and equity impacts	19–20, 47
Discussion and analysis of financial performance	25–27, 50–51
Discussion of any significant changes from the prior year or from budget	No significant changes
Summary resource table, by outcome	26
Developments since the end of the financial year that have affected or may significantly affect operations or financial results in future	None to report
<i>Management and accountability</i>	
<i>Corporate Governance</i>	
Names of the senior executives and their responsibilities	14–15
Senior management committees and their roles	16–17
Corporate and operational planning and associated performance reporting and review	6–10, 50
Approach adopted to identifying areas of significant financial or operational risk and arrangements in place to manage risks	51

Description	Page
Certification of fraud measures in place	51
Policy and practices on the establishment and maintenance of appropriate ethical standards	50
How nature and amount of remuneration for senior executive service employees are determined	49
<i>External Scrutiny</i>	30–31
<i>Management of Human Resources</i>	
Assessment of effectiveness in managing and developing human resources	44, 48
Workforce planning, staff turnover and retention	48
Impact and features of certified agreements and Australian Workplace Agreements	48, 124
Training and development	44–46, 49
Occupational health and safety performance	49–50
Productivity gains	49
Statistics on staffing	124–125
Performance pay	48–49
<i>Assets management</i>	Not applicable
<i>Purchasing</i>	52
<i>Consultants</i>	52–53, 159
<i>Competitive tendering and contracting</i>	53
<i>Contracts exempt from Purchasing and Disposal Gazette</i>	52
<i>Commonwealth Disability Strategy</i>	47, 157–158
<i>Financial statements</i>	58–100

Description	Page
<i>Other legislative requirements</i>	
Advertising and market research	53
Discretionary grants	53
Ecologically sustainable development and environmental performance	53
Freedom of information	30, 155–156
Occupational health and safety	49–50

Alphabetical Index

A

AAT Agency Agreement, 48
 AATCAMS (computerised case management system), 53
 Aboriginal and Torres Strait Islander traineeship, 46
Access and Equity Report 2004: Progress in implementing the Charter of Public Service in a Culturally Diverse Society, 46
 access to information and files, 149–150, 155–156
 accessibility to users, 19–20
 accommodation, 4, 52
 accounting policies, 69–75
 accounting standards, 75–77
 adjournments of hearings, 34
 Administrative Appeals Tribunal
 achievements, 6–10
 community awareness of, 41
 establishment, 12
 financial statements, 57–99
 functions and powers, 12–13
 jurisdiction, 12, 140–142
 membership, 15, 102–123
 organisation, 13, 50–55
 organisational plan and statement of achievements, 6–10
 outcome, v, 25, 26, 98–99
 overview, 12–20
 Practice Directions, 17, 34–35
 Practice Manual, 45–46
 workload and performance, 22–32
Administrative Appeals Tribunal Act 1975, 12
Administrative Appeals Tribunal Amendment Act 2005, 12–13, 36
Administrative Appeals Tribunal Regulations 1976, 12, 139
Administrative Decisions (Judicial Review) Act 1977, 30
 Administrative Review Council, 40
 administrative structure, 13–14
 advertising and market research, 53
 alternative dispute resolution, 2, 13, 36, 41
 Alternative Dispute Resolution Subcommittee, 36
Anshun estoppel, 153–154
 appeals from decisions of the Tribunal, 30
 appeals determined, 137
 appeals lodged by jurisdiction, 137
 outcomes of appeals determined, 138

application fees, 139
 applications current, 24–25
 by District Registry, 136
 status of, 135
 applications finalised, 23–24, 126–134
 by District Registry, 132
 by outcome, 134
 price, quality and quantity of, 26, 28
 without a hearing, 133
 see also outcome; output structure
 applications lodged, 22–23, 126–132
 by District Registry, 132
 appointments and reappointments, 45
 asset management, 51
 Assistant Registrar, 15
 Attorney-General's Department, liaison with, 39, 40
 audit
 Audit Committee, 51
 audit report, 58–59
 and fraud control, 51
 Auditor-General, 31
 Australian Capital Territory Reviewable Decision Protocol, 35
Australian Federal Police Act 1979, 20
 warrants under, 32
 Australian Government Information Management Office CIO Forum, 40
 Australian Institute of Criminology, cooperation with, 41, 48
 Australian National Audit Office, 30
 Australian Protective Service, 51
 Australian Security Intelligence Organisation, 12
 Australian Taxation Office, 39
 challenges to objection decisions of, 38
 Australian Workplace Agreements, 48

B

bankruptcy, applications lodged and finalised, 132
 benevolent fund, 47
 bonuses, 48
 business continuity plan for information technology systems, 54

C

case management, 4
 of taxation scheme matters, 38
 case management system, 53–54
 Centrelink, 39
 Certified Agreement, 48
 Chief Information Officer forums, 40

Chubb Security Pty Ltd, 51
 citizenship, applications lodged and finalised, 128
 civil aviation (decisions of interest), 143
 Client Services Officers' Conference, 46
Code of Practice for Notification of Reviewable Decisions and Rights of Review, 26
 committees, 16–17
 Commonwealth Compensation Liaison Committee, 35
 Commonwealth Disability Strategy, 47
 performance against, 157–158
Commonwealth Electoral Act 1918, 58
 Commonwealth Ombudsman, 31
 Commonwealth Protective Security Manual, 51
 communications services tender, 54
 community awareness of the Tribunal, 41
 compensation
 appeals from decisions of the Tribunal, 137, 138
 applications current, 25
 applications finalised, 126, 133, 134
 applications lodged, 23, 126
 decisions of interest, 144
 outcomes of, 138
 and timeliness of review, 28
 user forums, 36
 compensation jurisdiction pilots, 35–36
 competitive tendering
 see consultants; tenders
 complaints, 20, 31
 performance in relation to, 31
 conciliation conferences (number of), 137
 concurrent expert evidence study, 37–38
 Conference Registrars, 16, 17
 conferences
 for education and training, 41, 44, 46
 number conducted, 137
 Constitution Committee, 16, 38–39
 constitution of tribunals for hearings, 136
 consultants, 52–53, 159
 contact details, 165–166
 contracting-out, 53
 see also purchasing
 controlled operations certificates
 functions of the Tribunal relating to, 20
 workload, 32
 corporate governance, 50–55
 Corporate Support, 50
Corporations Act 2001, 78
 Council of Australasian Tribunals, 39–40
Crimes Act 1914, 20

 controlled operations certificates under, 32
 current matters see applications current
Customs Act 1901, 20
 warrants under, 32

D

decisions of the Tribunal
 appeals from, 30, 137–138
 decisions of interest, 143–154
 definitions (glossary), 162–164
 Department of Immigration and Multicultural and Indigenous Affairs, 47
 Department of Veterans' Affairs, 39
 Disability Action Plan, 19, 47
 discretionary grants, 53
 dispute resolution process, 17–18
 alternative dispute resolution, 2, 13, 36, 41
 District Registrars, 46
 District Registries, 16
 applications current, 136
 applications lodged and finalised, 132
 current taxation scheme matters, 38
 locations and contact numbers, 165
 proceeds of crime examinations, 32
 warrants issued, 32

E

ecologically sustainable development, 53
 education see professional development scheme; training
Education Services for Overseas Students Act 2000, warrants under, 32
 employment agreements, 48
 environment, applications lodged and finalised, 127
Environment Protection and Biodiversity Conservation Act 1999, 53
 environmental performance, 53
 equal employment opportunity statistics, 124
 see also workplace diversity
 equity, 47
 estoppel, 153–154
 ethical standards, 50
 executive remuneration, 91
 exempt contracts, 52
 external scrutiny, 30

F

family assistance, applications lodged and finalised, 127
 Federal Court of Australia, 13, 38

cooperation with, 40, 41
 and external scrutiny of the Tribunal, 30

Federal Magistrates Court
 cooperation with, 41
 and external scrutiny of the Tribunal, 30

financial management, 50–51

Financial Management and Accountability Act 1997, 69

financial performance, 61

financial position, 62–65

financial reporting standards, 75–77

financial statements, 57–99
 notes to, 68–100

fraud control plan, 51

freedom of information, 30, 155–156
 applications lodged and finalised, 129
 Practice Direction on, 17

Freedom of Information Act 1982, 30, 52
 and external scrutiny of the Tribunal, 30

functions and powers of the Tribunal, 12–13

G

glossary, 162–164

governance, 50–55

H

harassment policy, 47

heads of tribunals meeting, 40

health and aged care, applications lodged and finalised, 128

Health Insurance Act 1973, 41

hearings (number of), 137

human resource management, 48–50

Human Resource Management Section, 14, 50

I

immigration
 applications lodged and finalised, 128
 user forums, 36

increments (pay), 49

independent audit report, 58–59

Indigenous Employment Strategy, 46

induction program for new members, 45

industry, applications lodged and finalised, 128

information dissemination, 19
 access to information (decisions of interest), 145–147

information technology, 4, 53–54
 business continuity plan for, 54
 Endorsed Supplier Arrangement, 52

strategic alliances with partners, 40

Information Technology Steering Committee, 16, 54

insurance, 51

Internet home page, 19, 168

interlocutory hearings (number of), 137

intermediate timeliness statistics for
 applications, 29

interpreter services, 19

J

Judiciary Act 1903, 30

jurisdiction, 12
 changes to, 140–142

L

learning and development, 44

legal advice schemes, 4, 19–20, 37

letter of transmittal, iii

Library and Information Services, 54

Library Committee, 16–17, 54

Listing and Adjournment Practice Direction, 17, 34

Listing Coordinators, 17, 18

Listing Coordinators' Committee, 17

M

market research see advertising and market
 research

mediations (number of), 137

meetings with users, 36

members of the Tribunal, 15, 102–123
 salaries/terms and conditions, 48

Migration Act 1958, warrants under, 32

migration jurisdiction see immigration

Migration Review Tribunal, cooperation with, 40

mooting competition, 41–42

N

National Native Title Tribunal, cooperation with, 40

non-compliance, addressing, 37

non-salary benefits, 49

notes to financial statements, 68–100

notification of review rights, 26

O

occupational health and safety, 49–50

Ombudsman, 31

organisational plan and statement of
 achievements, 6–10, 50

outcome, v, 25–26

reporting of, 98–99
total resources for, 25, 26
output structure, 25
Outreach Program, 19, 158
overview of the Tribunal, 12–20

P

pamphlets, 19
parliamentary committees, 31
partners of the Tribunal, 39–42
 organisational plan and statement of
 achievements in relation to, 10
passports, applications lodged and finalised, 126
payroll services, to Australian Institute of
 Criminology, 41, 48
people, 44–50
 organisational plan and statement of
 achievements in relation to, 8
 see also staff
performance agreements, 49
performance, in relation to Service Charter and
 complaints, 31
Performance Management Program, 49
performance pay, 49
performance results, 25–27, 31
performance standards, 27
personnel services, to Australian Institute of
 Criminology, 41, 48
pesticides (decisions of interest), 147
Policy and Research Section, 54–55
Portfolio Agency Budget Statements, v, 25
post-traumatic stress disorder (decisions of
 interest), 145–147
powers and functions of the Tribunal, 12
practice and procedure (decisions of interest), 149
Practice and Procedure Committee, 17, 34
Practice Directions
 Freedom of Information, 17
 Listing and Adjournment Practice Direction,
 17, 34
 Practice Direction on Procedures relating to
 Section 37 of the AAT Act, 17
 review of, 34–35
Practice Manual, 45–46
President, 15
 President's overview, 2–3
primary industries, applications lodged and
 finalised, 129
Principal Registry, 16
privacy (decisions of interest), 149–153
Proceeds of Crime Act 2002

 examinations under, 32
 functions of the Tribunal relating to, 20
procurement see purchasing
productivity gains, 49
Professional Development Committee, 17, 44–45
professional development scheme, 3, 44–45
professional qualifications, applications lodged and
 finalised, 129
Professional Services Review Tribunal, 41
property, 4, 52
publications, 19
purchasing, 52
 see also contracting-out

R

reader's guide, iv
recruitment, 50, 157
 advertisements, 53
Registrar, 15
 Registrar's report, 4–5
Registries, 16
remuneration
 auditors, 91
 executive, 91
 increments, 49
 salary packaging, 48
 Senior Executive Service officer, 49
 staff salary ranges, 48, 124–125
review processes, 12–13
 efficiency and fairness of, 26
 timeliness of, 28–30
risk management, 51

S

salaries, 48–49, 86, 124–125
security
 clearances, 51
 physical, 51
security appeals, applications lodged and finalised,
 129
self-represented parties, 16, 158
Service Charter, 20
 performance in relation to, 31
Small Taxation Claims Tribunal, 29
 appeals from decisions of the Tribunal, 137,
 138
 applications current, 25
 applications finalised, 29, 129
 applications lodged, 23, 129
 and timeliness of review, 29
social security

- appeals from decisions of the Tribunal, 137, 138
- applications current, 25
- applications finalised, 24, 127–128
- applications lodged, 23, 127–128
- and timeliness of review, 28
- user forums, 36
- sporting achievements, 47–48
- staff, 15, 124–125
 - non-salary benefits, 49
 - retention, 48
 - salaries and remuneration, 48–49, 86, 124–125
 - working conditions, 48
 - see also* people
- staff benevolent fund, 47
- staffing levels, 89
- statement by chief executive officer and chief finance officer, 60
- statistics, 126–138
 - staff, 124–125
- Surveillance Devices Act 2004*, 20, 32

T

- Taxation Appeals Division
 - appeals from decisions of the Tribunal, 137, 138
 - applications current, 25
 - applications finalised, 24, 129–130
 - applications lodged, 23, 129–130
 - and timeliness of review, 28
 - user forums, 36
- taxation scheme matters, management of, 38
- Telecommunications (Interception) Act 1979*, 20
 - warrants under, 32
- telephone typewriter service, 166
- tenders
 - advertising of, 53
 - for communications services, 54
 - for property consultant, 51
 - for replacement case management system, 4, 40, 51
 - for survey of users, 36–37
 - see also* consultants
- timeliness of review, 28–30
- training and development, 41, 44–45, 49
- transmittal letter, iii
- transport, applications lodged and finalised, 130–131
- Tribunal *see* Administrative Appeals Tribunal
- tribunals for hearings, constitution of, 136

U

- user forums, 36
- user survey, 4, 36–37
- users of the Tribunal, 34
 - organisational plan and statement of achievements in relation to, 6–7

V

- veterans' affairs
 - appeals from decisions of the Tribunal, 137, 138
 - applications current, 25
 - applications finalised, 24, 130
 - applications lodged, 23, 130
 - decisions of interest, 153
 - and timeliness of review, 28
 - user forums, 36
- Victorian/Western Australian Early Dispute Resolution pilot, 35–36

W

- warrants, 32
 - functions of the Tribunal relating to, 20
 - workload, 32
- website, 19, 168
- work experience placements, 42
- working conditions, 48
- workload, 22–25
 - and performance of the Tribunal, 22–32
 - see also* statistics
- workplace diversity, 46–47
- Workplace Harassment Contact Officers, 47
- workplace planning, 48

The background of the entire page is a grid of six colored squares. The top-left square is orange. The top-right square is red with a large, faint, serif 'AAT' watermark. The middle-left square is a darker red with a large, faint, serif 'AAT' watermark. The middle-right square is yellow. The bottom-left square is red. The bottom-right square is a dark red with a large, faint, serif 'AAT' watermark.

Administrative Appeals Tribunal
GPO Box 9955 in your capital city
www.aat.gov.au