# END MATTER

## GLOSSARY

AAT	Administrative Appeals Tribunal
ADR	Alternative dispute resolution
Affirm	If the Tribunal affirms a decision under review, the original decision stands (is unchanged).
Alternative dispute resolution	A process for resolving a dispute, other than at a hearing. The Tribunal employs five processes: conference, conciliation, mediation, case appraisal and neutral evaluation.
Applicant	The person, organisation, department or agency that has lodged an application with the Tribunal.
Application for extension of time	An application for review of a decision must be lodged with the Tribunal within a certain time limit. However, an application may be made to the Tribunal to extend the time for lodging an application.
APS	Australian Public Service
Case appraisal	An alternative dispute resolution process conducted by a Tribunal member or other person, chosen on the basis of their knowledge of the subject matter, who assists the parties to resolve the dispute by providing a non- binding opinion on the facts in dispute and likely outcomes.
COAT	Council of Australasian Tribunals
Conciliation	An alternative dispute resolution process in which a Tribunal member or Conference Registrar assists the parties to identify the issues in dispute and endeavour to reach an agreement. The conciliator has no determinative role but may advise on or determine the conciliation process, make suggestions on terms of settlement and actively encourage the parties to reach an agreement.
Conference	A meeting conducted by a Tribunal member or Conference Registrar with the parties and/or their representatives. Conferences provide an opportunity to discuss and define the issues in dispute, identify further evidence that may be gathered, explore whether the matter can be settled and discuss the future conduct of the matter.
Confidentiality order	The Tribunal may make an order directing that a hearing or part of a hearing be held in private. The Tribunal may also give directions prohibiting or restricting the publication of the names of a party or witnesses, evidence given before the Tribunal or matters contained in documents lodged with the Tribunal.

CSS	Commonwealth Superannuation Scheme
Directions hearing	A hearing to deal with procedural matters such as the exchange of statements or documents or to clarify issues relating to the conduct of a hearing. They may also be held to progress a matter in which there has been delay by a party. Directions hearings are conducted by Tribunal members.
Dismissal of application	The Tribunal may, in certain circumstances, dismiss an application without proceeding to review the decision. An application may be dismissed, for example, at the request of the parties, if the applicant fails to appear at an ADR process, directions hearing or hearing, or if the Tribunal is satisfied that the application is frivolous or vexatious.
FMO	Finance Minister's Order
GST	Goods and Services Tax
Hearing	The occasion at which the parties present to the Tribunal evidence and submissions in relation to the decision under review. Parties may call witnesses to give evidence. A hearing is conducted by one, two or three Tribunal members.
IASAJ	International Association of Supreme Administrative Jurisdictions
Interlocutory application	Any application made by a party that relates to an application for review of a decision, including an application: for an extension of time to lodge an application; to stay the operation of the decision under review; or for a confidentiality order.
Mediation	An alternative dispute resolution process during which a Tribunal member or Conference Registrar assists the parties to identify the issues in dispute, develop options, consider alternatives and endeavour to reach an agreement. The mediator has no advisory or determinative role in relation to the content of the dispute but may advise on or determine the mediation process.
MRT	Migration Review Tribunal
Neutral evaluation	An alternative dispute resolution process in which a Tribunal member or other person, chosen on the basis of their knowledge of the subject matter, assists the parties to resolve the dispute by evaluating the facts and law at issue in the dispute and providing a non-binding opinion on the likely outcomes.
OPA	Official Public Account

Outreach	A Tribunal program that provides self-represented parties with information about Tribunal practices and procedures and other assistance in relation to the review process.
Party	A participant in the proceeding before the Tribunal. A party can be the person who makes the application to the Tribunal, the decision-maker or other respondent to the application and any other person joined to the proceedings.
Party joined	A person, department or agency whose interests are affected by a decision under review may be made a party to the proceeding by order of the Tribunal. This person, department, or agency is a party joined.
Portfolio Budget Statements	Statements prepared to explain the Budget appropriations for agencies within a portfolio in terms of outcomes and programs.
PSS	Public Sector Superannuation Scheme
PSSap	Public Sector Superannuation accumulation plan
RRT	Refugee Review Tribunal
Remit	The Tribunal may set aside a decision and remit it (send it back) 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; usually the department, agency or organisation that made the original decision.
Section 37 Documents	The statement and documents that a decision-maker must provide to the Tribunal and the other party under section 37 of the Administrative Appeals Tribunal Act They are generally known as the 'T Documents' and include the reasons for the decision under review and all other relevant documents.
Set aside	The Tribunal may set aside a decision under review. The effect is that the Tribunal disagrees with the original decision and may make a new decision or remit the matter (send it back) to the original decision-maker.
SSAT	Social Security Appeals Tribunal
Stay order	An order of the Tribunal to suspend the operation or implementation of the decision under review until the matter is determined or resolved.
Summons	A notice issued by the Tribunal requiring a person to appear before it to give evidence or to produce documents to it.
T-Documents	see 'Section 37 Documents'.
TRACS	The Tribunal's electronic case management system.
Vary	The Tribunal may vary a decision under review. This means that the Tribunal changes or alters the original decision.
VRB	Veterans' Review Board

# LIST OF REQUIREMENTS

DESCRIPTION	PAGE
Letter of transmittal	iii
Table of contents	iv
Index	237
Glossary	230
Contact officer(s)	ii
Internet home page address and Internet address for report	ii
Review by Agency Head	
Review by the President	2
Review by the Registrar	5
Summary of significant issues and developments*	2–10
Overview of performance and financial results*	8
Outlook for the following year*	2–7
Significant issues and developments – portfolio*	Not applicable
Agency Overview	
Role and functions	12
Organisational structure	13–19
Outcome and program structure	31
Where outcome and program structures differ from Portfolio Budget Statements/Portfolio Additional Estimates Statements or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	Not applicable
Portfolio structure	Not applicable
Report on Performance	
Review of performance during the year in relation to programs and contribution to outcomes	26–35
Actual performance in relation to deliverables and KPIs set out in Portfolio Budget Statements/Portfolio Additional Estimates Statements or other portfolio statements	32–33

DESCRIPTION	PAGE
Where performance targets differ from the Portfolio Budget Statements/ Portfolio Additional Estimates Statements, details of both former and new targets, and reasons for the change	Not applicable
Narrative discussion and analysis of performance	26–35
Trend information	26–35
Significant changes in nature of principal functions/services*	Not applicable
Performance of purchaser/provider arrangements	Not applicable
Factors, events or trends influencing agency performance*	26–35
Contribution of risk management in achieving objectives*	63–65
Social inclusion outcomes	Not applicable
Performance against service charter customer service standards, complaints data, and the agency's response to complaints	37–40
Discussion and analysis of the agency's financial performance	62
Discussion of any significant changes from the prior year, from budget or anticipated to have a significant impact on future operations	Not applicable
Agency resource statement and summary resource tables by outcomes	200–201
Management and Accountability	
Corporate Governance	
Agency heads are required to certify that their agencies comply with the Commonwealth Fraud Control Guidelines	64
Statement of the main corporate governance practices in place	13–19; 60–65
Names of the senior executive and their responsibilities*	14–15; 17; 19
Senior management committees and their roles*	17–18; 63–64
Corporate and operational planning and associated performance reporting and review*	60–61
Approach adopted to identifying areas of significant financial or operational risk*	63–65
Policy and practices on the establishment and maintenance of appropriate ethical standards*	65
How nature and amount of remuneration for senior executive service officers is determined*	68

DESCRIPTION	PAGE
External Scrutiny	
Significant developments in external scrutiny	Not applicable
Judicial decisions and decisions of administrative tribunals	36
Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	37
Management of Human Resources	
Assessment of effectiveness in managing and developing human resources to achieve agency objectives	67–74
Workforce planning, staff turnover and retention*	67–68
Impact and features of enterprise or collective agreements, individual flexibility arrangements (IFAs), determinations, common law contracts and Australian Workplace Agreements (AWAs)*	68
Training and development undertaken and its impact*	69–71
Work health and safety performance*	71–73
Productivity gains*	73
Statistics on staffing	67; 167–169
Enterprise or collective agreements, IFAs, determinations, common law contracts and AWAs	68–69; 169
Performance pay	68
Assets Management	
Assessment of effectiveness of assets management	Not applicable
Purchasing	
Assessment of purchasing against core policies and principles	62–63
Consultants	
The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.	62–63

DESCRIPTION	PAGE
Australian National Audit Office Access Clauses	
Absence of provisions in contracts allowing access by the Auditor-General	63
Exempt contracts	
Contracts exempt from the AusTender	63
Financial Statements	80–126
Other Mandatory Information	
Work health and safety (Schedule 2, Part 4 of the Work Health and Safety Act 2011)	71–73
Advertising and Market Research (Section 311A of the <i>Commonwealth Electoral Act 1918</i> ) and statement on advertising campaigns	226
Ecologically sustainable development and environmental performance (Section 516A of the <i>Environmental Protection and Biodiversity Conservation</i> <i>Act 1999</i> )	226–227
Compliance with the agency's obligations under the Carer Recognition Act 2010	Not applicable
Grant programs	227
Disability reporting – explicit and transparent reference to agency level information available through other reporting mechanisms	228
Information Publication Scheme statement	37
Spatial reporting – expenditure by program between regional and non- regional Australia	Not applicable
Correction of material errors in previous annual report	Not applicable
List of Requirements	233–236

\* Items marked with an asterisk are suggested rather than mandatory items for inclusion in the annual report.

## INDEX

## Α

AAT Alerts, see communication accessibility of Tribunal, 22-23 Agency Multicultural Plan, 51 Indigenous access, 51-52 interpreting services, 23, 38 Outreach program, 22, 39 people with disability, 23, 38, 66 website, 23, 76 Administrative Appeals Tribunal committees, see committees divisions, 13, 128-130 establishment, 12 functions and powers, 12 members, see Members organisational structure, 13-19 relationships, 52-58 strategic plan, see strategic plan Administrative Appeals Tribunal Act 1975 amendments to, 7, 48 Administrative Appeals Tribunal Regulations 1976 amendments to, 7, 48-49 Administrative Review Council, 53 advertising, 226 alternative dispute resolution, 3, 5-6, 16, 20, 21, 32, 38, 47-48 number of processes, 195 see also committees, Alternative Dispute **Resolution Committee** appeals against decisions of Tribunal, 36, 197-199

applications, management of, 20-21 outcomes of applications finalised, 193-194 portfolio, lodged and finalised by, 187-190 registry, by, 191, 192, 195 social security, 27, 28, 184 taxation, 27, 30-31, 186 timeliness, 32-35 veterans' affairs, 27, 28-29, 185 workers' compensation, 27, 29, 185 audit, 63-64 see also committees. Audit Committee Australian National Audit Office access clauses (contracts), 63 reports by, 37

#### В

Benevolent Trust, 74

#### С

case appraisal, 20, 21, 230 number of, 195 case management, see also practice and procedure, case management process, 20-21 committees. 17-18 Alternative Dispute Resolution Committee, 17 Audit Committee, 63-64 Executive Committee, 17 Executive Deputy Presidents Committee, 17 Health and Safety Committee, 72 Library Committee, 18, 76 Practice and Procedure Committee, 18, 44 Practice and Procedure Consultative Group, 18, 44 Professional Development Committee, 18, 70 Warrants Committee, 18 Workplace Diversity Committee, 73

Commonwealth Ombudsman, 37, 58 communication, 74-75 AAT Alerts, 50 AAT Bulletin, 7, 50 consultation and liaison, 50-51, 52 information about the Tribunal. 22 media. 75 publications, 75 website, 75 complaints, 23 Australian Human Rights Commission, to, 37 Commonwealth Ombudsman, to, 37 Office of the Australian Information Commissioner, to, 37 Tribunal, to, 39-40 conciliation, 20, 21, 38, 47, 230 number of. 195 concurrent evidence. guidelines, 21 Conference Registrars, 16, 20, 47, 70 conferences (ADR), 16, 20, 21, 32, 38, 47, 230 number of, 195 timeliness of first, 32-33, 39 consultancies. 62-63 corporate planning, see strategic plan Council of Australasian Tribunals, 53

#### D

decisions timeliness of delivery 33, 39 Deputy Presidents, 13, 14, 15 additional functions, 41–42 Executive Deputy Presidents, 16, 17 disability reporting, 228 DisabilityCare Australia, 2–3, 6–7, 13, 22, 46–47, 75 practice direction, 20 District Registrars, 16, 19, 71, 72

## Ε

electronic service delivery/eServices, 6, 49 employment agreements and arrangements, 68, 169 environmental performance, 226–227 equal employment opportunity statistics, 168 external scrutiny of Tribunal, 35–37, 197–199 expert evidence guidelines, 21

#### F

Family Court of Australia, 14, 15, 66
Federal Court of Australia, 4, 14, 15, 16, 55, 66 appeals to, 36, 197–199
Federal Circuit Court of Australia, 36
fees, 202–204
financial management, 7, 62
fraud control, 63–64, 65
freedom of information applications relating to, 190
Information Publication Scheme, 37
requests to the Tribunal, 36–37

## G

guides, see practice and procedure guidelines concurrent evidence, 21 constituting the Tribunal, 21 expert and opinion evidence, 21 referral to alternative dispute resolution, 21, 47

## Н

hearings, 16, 20, 21, 32, 38, 231 constitution of tribunals for, 196 number of, 195 timeliness of, 32–33 human resource management, 67–74

#### 

information management, 6, 77 information technology, see technology services international relationships, 56 delegations, 56 International Association of Supreme Administrative Jurisdictions, 56 training and development, 57 interpreting services, 23, 38

#### J

judicial review of decisions, 36, 197–199 jurisdiction Administrative Appeals Tribunal, of, 13, 170–182 changes to, 2–3, 6, 170–182

#### L

learning and development, 69–71 legal advice schemes, 22 legal and policy services, 75–76 library and information services, 76–77

#### Μ

market research, 226 mediation, 20, 21, 47, 231 accreditation of mediators, 47, 70 number of, 195 Members, 13–15, 128–130 additional functions, 41–42 appointment of, 4, 14 changes to membership, 4, 131 professional development, 70 profiles, 132–166 mooting competition, 57

#### Ν

National Disability Insurance Scheme, see DisabilityCare Australia

neutral evaluation, 20, 21, 231 number of, 195 Norfolk Island, 12, 16, 56 applications, 191 jurisdiction of Administrative Appeals Tribunal, 13, 182

#### Ο

occupational health and safety, see work health and safety outcome and program structure, 31 resourcing tables, 200–201 Outreach program, 22, 39, 232

#### Ρ

Parliamentary committees, 37 performance highlights and achievements, 8-10 measures, 32 results. 32-35 practice and procedure, 20-21 changes to, 43-47 Guide to the Social Security Jurisdiction, 20 Guide to the Workers' Compensation Jurisdiction, 20 practice directions, 20-21 see also guidelines President, 13, 14, 15 additional functions, 41-42 overview by, 2-4 profile of, 132 presidential members, 13, 14, 15 additional functions, 41-42 Principal Registry, 16 staff. 167 proceeds of crime examinations, 42 productivity gains, 73 professional development, see learning and development property, 3, 6-7, 66 purchasing, 62-63

## R

Registrar, 13, 15 report by, 5–7 registries 3, 16 contact details, inside front cover employment by, 167 energy consumption, 226–227 risk management, 63–65

#### S

security, 66 self-represented parties, 22 Senior Executive Service officers, 67 Executive Directors, 15 remuneration, 68 Senior Members, 13, 14, 15 additional functions, 41-42 Service Charter, 23, 37-39 service standards, 38-39 Small Taxation Claims Tribunal appeals against decisions of, 197, 198 applications, 27, 30-31, 186 fees, 202-204 outcomes of applications finalised, 193-194 timeliness, 34-35 social security appeals against decisions of Tribunal, 197, 198 applications, 27, 28, 184 outcomes of applications finalised, 193-194 timeliness, 34-35 speeches and presentations, 219-223 staff, 7, 13, 16 administrative structure, 19 ethical standards, 65 learning and development, 71 performance management, 69 salary and remuneration, 68-69, 169 statistics, 67, 167-169 strategic plan, 3, 5, 44, 52, 60-61 studies assistance, 69

## T

taxation, see Small Taxation Claims Tribunal and Taxation Appeals Division Taxation Appeals Division appeals against decisions of Tribunal, 197, 198 applications, 27, 30, 186 outcomes of applications finalised, 193–194 timeliness, 34–35 technology services, 77 time standards, 33–35 tribunals, liaison with other Commonwealth tribunals, 3, 54–55 resource–sharing arrangements, 55–56

## U

users of Tribunal, 44–52 see also communication

## V

veterans' affairs appeals against decisions of Tribunal, 197, 198 applications, 27, 29–30, 185 outcomes of applications finalised, 193–194 timeliness, 34–35

#### W

warrants, 41–42, 52 see also committees, Warrants Committee work experience placements, 58 work health and safety, 71–73 workers' compensation appeals against decisions of Tribunal, 197, 198 applications, 27, 29, 185 outcomes of applications finalised, 193–194 timeliness, 34–35 workplace diversity, 73 Workplace Diversity Plan, 73 THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY

THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY



