

Endmatter

Contents

GLOSSARY

162

CONTACTING THE TRIBUNAL

164

Glossary

ADR	Alternative dispute resolution
Affirm	The Tribunal may affirm a decision under review. This means that the original decision still stands.
Applicant	This is the person who has lodged an application with the Tribunal.
Application for extension of time	An application for review of a decision 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.
Case appraisal	Case appraisal is an ADR process conducted by a Tribunal member or other person, chosen on the basis of their expert knowledge of the subject matter, who investigates and provides a non-binding opinion on the facts in dispute and likely outcomes.
Conciliation	Conciliation is an ADR 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 conference is 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 needs to 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.
Directions hearings	Directions hearings are conducted by Tribunal members and may be held 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.
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, at the request of the parties, if the applicant fails to appear at a case event or if the Tribunal is satisfied that the application is frivolous or vexatious.
Hearing	A hearing is conducted by one, two or three members at the Tribunal's premises or occasionally by telephone. It is the opportunity for the parties to present to the Tribunal evidence and submissions in relation to the decision under review. Parties may call witnesses to give evidence.
Interlocutory application	This is any application made by a party that relates to an application for review of a decision. It may be an application for an extension of time to lodge an application, an application to stay the operation of the decision under review or an application for a confidentiality order.

Mediation	Mediation is an ADR process in which a Tribunal member or Conference Registrar assists the parties to identify the disputed issues, 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.
Neutral Evaluation	Neutral evaluation is an ADR process in which a Tribunal member or other person, chosen on the basis of their expert knowledge of the subject matter, investigates the facts and law at issue in the dispute and provides a non-binding opinion on the likely outcomes.
Outreach	This is 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	Parties are the participants in the proceedings before the Tribunal. Parties include 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	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.
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	This is the party who responds to or answers an application. This is usually the department, agency or person that made the original decision.
Section 29 notice	This is a notice from the Tribunal to the department, agency or person that made the decision under review advising that an application has been received.
Section 37 documents	These are the statement and documents that a decision-maker must prepare and provide to the Tribunal and the other party under section 37 of AAT Act: known generally as the 'T documents'. They 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 makes a new decision.
Stay order	This is an order of the Tribunal to suspend the implementation of the decision under review until the matter is determined or resolved.
Summons	This is a notice issued by the Tribunal calling a person to appear before it or to produce documents to it.
T documents	See 'Section 37 documents'.
Vary	The Tribunal may vary a decision under review. This means that the Tribunal changes or alters the original decision.

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

Level 7, City Centre Tower
55 Market Street
SYDNEY NSW 2000
Telephone: (02) 9391 2400
Facsimile: (02) 9283 4881

Victoria

Level 16, Southgate, HWT Tower
40 City Road
SOUTHBANK VIC 3006
Telephone: (03) 9282 8444
Facsimile: (03) 9282 8480

Queensland

Level 4
Commonwealth Law Courts
Cnr North Quay and Tank Street
BRISBANE QLD 4000
Telephone: (07) 3361 3000
Facsimile: (07) 3361 3001

South Australia

11th Floor, Chesser House
91 Grenfell Street
ADELAIDE SA 5000
Telephone: (08) 8201 0600
Facsimile: (08) 8201 0610

Western Australia

Level 5, 111 St Georges Terrace
PERTH WA 6000
Telephone: (08) 9327 7200
Facsimile: (08) 9327 7299

Tasmania

Ground Floor, Commonwealth Law Courts
39–41 Davey Street
HOBART TAS 7000
Telephone: (03) 6232 1712
Facsimile: (03) 6232 1701

Australian Capital Territory

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 New South Wales 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

Contents

COMPLIANCE INDEX

166

ALPHABETICAL INDEX

168

Compliance Index

DESCRIPTION	PAGE
Letter of transmittal	iii
Table of contents	iv
Alphabetical index	168-171
Glossary	162-163
Contact officer	v
Internet home page address and Internet address for report	v
Review by the President	2-3
Review by the Registrar	4-5
Overview of agency	
Overview description of Tribunal	12-20
Role and functions	12, 20
Organisational structure	12-15
Outcome and output structure	26
Where outcome and output structures differ from Portfolio Budget Statements, details of variation and reasons for change	Not applicable
Report on performance	
Review of performance during the year in relation to outputs and contribution to outcome	26-30
Actual performance in relation to performance targets set out in Portfolio Budget Statements/ Portfolio Additional Estimates Statements	26-30
Performance of purchaser/provider arrangements	Not applicable
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	22-30, 32-33
Results of any evaluations	40-41

Significant changes in nature of principal functions/services	Not applicable
Factors, events and trends influencing performance	22-30, 36-41
Performance against service charter customer service standards, complaints data, and response to complaints	31-32
Social justice and equity impacts	19-20, 49-50
Discussion and analysis of the department's financial performance	27-28, 52
Discussion of any significant changes from the prior year or from budget	Not applicable
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 the future	Not applicable
Management and accountability	
Corporate governance	
Statement of the main corporate governance practices in place	12-16, 54
Names of the senior executives and their responsibilities	12-15
Senior management committees and their roles	15-16, 54
Corporate and operational planning and associated performance reporting and review	6-9, 36-56
Approach adopted to identifying areas of significant financial or operational risk and arrangements in place to manage risk	54
Certification of compliance with the Commonwealth Fraud Control Guidelines	54

Policy and practices on the establishment and maintenance of appropriate ethical standards	52
How nature and amount of remuneration for senior executive service officers is determined	51
External scrutiny	
Significant developments in external scrutiny	Not applicable
Judicial decisions and decisions of administrative tribunals	31
Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	31–32
Management of human resources	
Assessment of effectiveness in managing and developing human resources to achieve objectives	46–52
Workforce planning, staff turnover and retention	50–51
Training and development undertaken and its impact	47–48
Occupational health and safety performance	48–49
Productivity gains	49
Statistics on staffing	14, 119–120
Certified agreements and Australian Workplace Agreements	51–52, 119–120
Performance pay	51
Assets management	
Assessment of effectiveness of assets management	Not applicable
Purchasing	
Assessment of purchasing against core policies and principles	53

Consultants	
Summary statement detailing the number of, and total actual expenditure on, all new consultancy contracts let during the year and the number of, and total actual expenditure during the reporting year on, ongoing consultancy contracts	53
Reporting of consultancy contracts to the value of \$10,000 or more	159
Competitive tendering and contracting	
Competitive tendering and contracting contracts let and outcomes	160
Absence of contractual provisions allowing access by the Auditor-General	Not applicable
Exempt contracts	
Contracts exempt from publication on AusTender	53–54
Commonwealth Disability Strategy	
Report on performance in implementing the Commonwealth Disability Strategy	50, 157–158
Financial statements	
58–96	
Other information	
Occupational health and safety	48–49
Freedom of information	31, 153–154
Advertising and market research	160
Ecologically sustainable development and environmental performance	160
Discretionary grants	160
Correction of material errors in previous annual report	33, 53, 160

Alphabetical Index

A

Aboriginal and Torres Strait Islander traineeship 50
Access and equity report of Department of Immigration and Multicultural Affairs 50
Access to Tribunal 19–20
 information on Tribunal 19
 interpreter services 19
 legal advice schemes 19
 Outreach program 19
 people with disabilities 20
Administrative Appeals Tribunal
 access to 19–20
 administrative structure 15
 committees 15–16, 36, 37–38, 41, 46–47, 50, 54–55
 conferences and meetings 48
 contact details for 164
 establishment 12
 functions and powers see Functions and powers
 membership see Members
 National Conference 48
 organisation 12–13
 partners 41–44
 President see President
 Registrar see Registrar
 staff see Staff
 users see Users
Administrative Appeals Tribunal Act 1975 (Cth) 12
 section 29A: 135
 section 33: 12
 section 37: 16, 18, 30, 36, 37
 section 44: 31, 132–134
 subsection 69A(1): 38
Administrative Appeals Tribunal Regulations 1976 (Cth) 12, 92
 regulations 19 and 19AA: 68, 135, 136
 Schedule 3: 135
Administrative Decisions (Judicial Review) Act 1977 (Cth)
 applications under 31, 132
Administrative Review Council 42
Agency agreement 4, 51
Alternative dispute resolution (ADR) 2, 16, 17, 18, 37–38, 132

 Alternative Dispute Resolution Committee 15, 37–38
 process models 18, 37, 38
 referral guidelines 18, 37, 38
Appeals against decisions of Tribunal 31, 132–134
Applications
 current 22, 25, 130, 131
 fees 135–136
 finalised 22, 24, 28, 122–126, 127, 128, 129
 lodged 22, 23, 122–126, 127
 overall results 22
 statistics 22–25, 121–134
 timeliness of process 28–30
Assistant Registrar 14
Attorney-General 2, 3, 12
Attorney-General's Department, liaison with 41–42
Audit and fraud control 54
 report on financial statements 58–59
Auditor-General, report by 32
Australian Workplace Agreements 51, 120

B

Benevolent Fund (AAT) 49

C

Case appraisal 17, 18, 132
Case management
 case management process 16–18
 computerised case management system 4, 54–55
 flowchart of process 17
 General Practice Direction, review of 36–37
 Practice Directions 17–18
 taxation of costs 38
 taxation scheme matters, management of 39–40
Committees (AAT) 15–16, 36, 37–38, 41, 46–47, 50, 54–55
Commonwealth Disability Strategy 50, 157–158
 see also Disability Action Plan
Commonwealth Electoral Act 1918 (Cth), section 311A declaration 160
Complaint-handling 20, 32
Conciliation 17, 18, 132
Concurrent evidence study 2, 38–39
Conference Registrars 14, 16
 Conference Registrars' Conference 48

Conferences 16, 17, 18, 132
Conferences and seminars, participation in 43, 155–156
Constitution Committee 15, 41
Constitution (Commonwealth of Australia Constitution Act)
 applications under section 75 31, 132
Consultants 53, 159–160
Corporate support 52–54
Council of Australasian Tribunals (COAT) 2, 5, 42, 47
Crimes Act 1914 (Cth) 20, 32–33
Criminal Code 20, 32–33

D

Decisions of Tribunal *see also* Performance information; Statistics; individual subjects
 appeals against 31, 132–134
 decisions of interest 141–152
Departments and agencies, liaison with 40, 41–42
Deputy Presidents 13
Disability Action Plan 20, 50
District Registrars 13, 14, 15
 District Registrars' meetings 48
District Registries 14
 applications current 131
 applications lodged 127
 applications finalised 127
 contact details for 164
 staff 119

E

Education and training programs, participation in 43
Education Services for Overseas Students Act 2000 (Cth) 20, 33
Environment
 decisions of interest 141–144
Environment Protection and Biodiversity Conservation Act 1999 (Cth), section 516A: 160
Equal employment opportunity statistics 119
External scrutiny 31

F

Fees 135–136
Financial management 52
Financial Statements 58–96

Fraud *see* Audit and fraud control
Freedom of Information Act 1982 (Cth)
 requests to Tribunal under 31
 Practice Direction relating to 18
 Section 8 statement 31, 153–154
Functions and powers 12
 additional functions of members 20
 jurisdiction *see* Jurisdiction
 review of decisions 12

G

General Practice Direction 18
 review of 36–37

H

Hearings 16
 constitution of tribunal for 131
 number of 132
Human resources *see* Staff

I

Induction Program (Members) 46–47
Information on Tribunal 19
 review of 41
Information technology 54–55
 strategic alliances 43
Information Technology Committee 15, 55
Insurance
 AAT cover 54
 decision of interest 145–146
International delegations and relationships 2, 43
Interpreter services 19

J

Judiciary Act 1903 (Cth)
 applications under section 39B: 31, 132
Jurisdiction 12
 changes to 137–140

L

Legal advice schemes 19, 39
Library and information services 55–56
Library Committee 16, 55

M

Mediation 17, 18, 132
Members 13, 98–118 *see also* President
 additional functions 20, 32–33
 Deputy Presidents 13
 Induction Program 46–47
 Members 13
 practice manual project 47
 Professional Development Program 2, 46
 Senior Members 13
 training and development 47–48
Migration Act 1958 (Cth)
 applications under Part 8 31, 132
 decision of interest 144–145
Mooting competition, conduct of 43–44

N

National Conference (AAT) 2, 48
Neutral evaluation 17, 18, 132

O

Occupational health and safety 48–49
Ombudsman 31
Organisational Plan 6–9, 36, 41, 46, 52
 statement of achievements 6–9
Outreach Program 19

P

Parliamentary Committees, reports by 32
Partners 41–44
Performance information
 additional functions 32–33
 outcome and outputs structure 26
 performance measures 27
 performance results 27–28
 statistics on applications 22–25, 121–134
 timeliness of process 28–30
 total resourcing for outcome 26
Policy and research 56
Practice and procedure *see* Case management
Practice and Procedure Committee 16, 36, 38
Practice Directions 17–18 *see also* General
 Practice Direction
Practice manual project 47
President 13
 overview by 2–3
Principal Registry 14

 staff 119
Proceeds of Crime Act 2002 (Cth) 20, 33
Productivity gains 49
Professional Development Committee 16, 46, 47
Professional Development Program (Members) 2,
 46–47
Property 3, 4, 52–53
Purchasing 53–54 *see also* Consultants

R

Reader's guide v
Registrar 13, 14
 report by 4–5
Registries 14 *see also* District Registries, Principal
 Registry
 contact details for 164
Risk management 54

S

Security 54, 55
Senior Members 13
Service Charter (AAT) 20, 32
Small Taxation Claims Tribunal
 appeals against decisions of Tribunal 132, 134
 applications current 25, 130
 applications finalised 24, 124
 applications lodged 23, 124
 fees 135–136
 outcomes 128, 129
 practice direction 17
 timeliness of process 29
Social security 37
 appeals against decisions of Tribunal 132, 134
 applications current 25, 130
 applications finalised 24, 122–123
 applications lodged 23, 122–123
 decision of interest 147–148
 outcomes 128, 129
 practice and procedure, review of 37
 timeliness of process 29
Speeches, papers and other activities 155–156
Sporting activities 49
Staff 14, 50–52, 119–120
 employment agreements 4, 51, 120
 non-salary benefits 51–52
Performance Management Program 51
planning, retention and turnover 50–51

- salaries and remuneration 51–52, 119–120
- training and development 4, 47–48
- Stakeholders *see* Users
- State and Territory Coordinators 18
- State and Territory Coordinators Committee 16
- Statistics 22–30, 121–134
- Surveillance Devices Act 2004 (Cth)* 20, 32–33

T

- Taxation Appeals Division *see also* Small Taxation Claims Tribunal
 - appeals against decisions of Tribunal 132, 134
 - applications current 25, 130
 - applications finalised 24, 123
 - applications lodged 23, 123
 - decision of interest 148–150
 - outcomes 128, 129
 - timeliness of process 29
- Taxation of costs 38
- Taxation schemes matters, management of 39–40
- Telecommunications (Interception and Access) Act 1979 (Cth)* 20, 32–33
- Training and development 46–48
- Tribunals, courts and agencies, cooperation with 42–43

U

- Users
 - forums and meetings with 40
 - review of communication with 41
 - user survey 40–41

V

- Veterans' affairs
 - appeals against decisions of Tribunal 132, 134
 - applications current 25, 130
 - applications finalised 24, 123
 - applications lodged 23, 123
 - decision of interest 149–150
 - outcomes 128, 129
 - timeliness of process 29

W

- Warrants *see* Functions and powers
- Work experience placements, sponsorship of 44
- Workers' compensation
 - appeals against decisions of Tribunal 132, 134
 - applications current 25, 130
 - applications finalised 24, 122
 - applications lodged 23, 122
 - decision of interest 151–152
 - early dispute resolution pilot 39
 - outcomes 128, 129
 - practice and procedure, review of 18, 36–37
 - timeliness of process 29
- Workload *see* Performance information
- Workplace diversity 49–50
- Workplace Diversity Committee 50
- Workplace harassment 50

The Tribunal affirms the decision under review

SET
ASIDE

varied

Overall the AAT is very fair, helpful and useful.

These applications are for the review of decisions to disallow objections to amended assessments of income tax

The applicant has applied to this Tribunal for review of the

This is a review of a decision that the applicant's generalised anxiety disorder and diabetes are not war-caused.

This legal assistance is, and was to me, most welcome for those who

age pension