



Veterans' Review Board

***S**ystem for **A**pplication **M**anagement*

User Manual

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SAM User Manual

1. Lodgement of Applications

1.2.6 New registrations

The Department of Veterans' Affairs will periodically send to the Board a schedule of applications for review by the Veterans' Review Board that have been registered with the Department. That schedule will include sufficient details to enable the Board to identify the applicant, veteran and the application. The schedule should include the original application and a copy of the Repatriation Commission decision. In addition each application is to be accompanied with details of the veterans UIN (Department of Veterans' Affairs unique identifying number) and the veteran's service information.

'Application Maintenance' screen

From SAM select 'Application Maintenance'. Enter the VRB registration number. The field is set to default to the users state indicator and the last two digits of the current year. If the state and year are correct, enter only the numbers of the application. The system will infill any blanks with zeros. For example a Tasmanian user would enter say '586' and the system would produce the number 'T99/0586'.

The screenshot shows the 'VRB - System for Application Management' window. The 'Application Maintenance' sub-window is active. At the top, the 'VRB Registration No' is 'T99/0586' and the 'Applicant' stage is 'Pre-Contact'. Below this are tabs for 'Admin Matters', 'Dismissal', 'AAI', 'S152', and 'S31'. The 'Applicant' tab is selected, showing sub-tabs for 'Applicant', 'Veteran', 'Application', 'Application Dates', and 'Matters'. The 'Applicant' sub-tab is active, displaying fields for 'Surname', 'Given Names', and 'Title'. A checkbox 'Is the Applicant the Veteran?' is present. Below these are fields for 'Address', 'State', 'Postcode', 'Email Address', and 'Comments'. To the right, there are fields for 'Telephone' with labels '(Home)', '(Work)', '(Mobile)', and '(Fax)'. At the bottom right, there are fields for 'Other Applications' and 'Date Finalised'. The bottom of the window features a toolbar with buttons for 'New', 'Save', 'Delete', 'Notes', 'Hearing', 'Letters', and 'Exit'.

'Applicant' tab

On the 'Applicant' tab, enter the details of the applicant from the Department of Veterans' Affairs application registration schedule, the 'Surname' and 'Given Names' are mandatory and must be entered. If the 'Applicant' already has a system record, SAM will prompt the user and provide a list of applicants. Select the correct applicant and the system will populate this tab with those details. If the applicant is not listed, cancel the search and enter the details of the applicant manually.

If the applicant is the veteran, select the 'tick box'. The Department of Veterans' Affairs UIN and Department of Veterans' Affairs File Number are entered on the Veteran tab (see 'Veteran tab' entry below). If the applicant is a different person to the veteran do not select this tick box, instead, leave it blank. If the 'Applicant' already has a veteran system record, SAM will prompt the user and provide a list of veterans.

Enter the applicant's address and any other information provided from the registration schedule and from the application form, or check that the imported details are still correct. Please ensure that area codes are included with telephone numbers.

As more details are required before the application can be saved, proceed to the 'Veteran' tab.

'Veteran' tab

If the 'Is the Applicant the Veteran' tick box was selected, all the details required from the 'Applicant' tab should have transposed to the 'Veteran' tab. Enter the veteran's DVA unique identifying number (UIN). This number is mandatory. If 'SAM' knows the veteran, the DVA file number will be retrieved and the data known about the veteran will populate fields in the 'Veteran' tab.

In all other cases, the 'DVA UIN', 'DVA File number', 'Surname', 'Given Names', 'Title', and 'Relationship with applicant', are mandatory and must be entered. If the application is for a 'war widow's pension' and the widow is the applicant, ensure the 'Relationship' is set to 'Widow'. Veteran information and service details are available from the Repatriation Commission decision. (Service details are required for future stages in the development of the 'SAM' program.)

Service details can only be entered once the application has been saved and the application cannot be saved until the File Number, Applicant name, Veteran UIN, DVA file number, Relationship, Repatriation Commission decision date, and the Application date have been entered.

The 'Veteran' tab also includes 'Date of Death'. Details of the date of death for a new application can be added here, or, for an existing application, by selecting the 'Admin Matters' tab followed by the 'Death' tab. For more details see 6.3 of this manual.)

Application Maintenance

VRB Registration No' T99/1955 Applicant: Samuel Abraham Marks
 Stage: Pre-Contact

Admin Matters Dismissal AAI S152 S31

Applicant **Veteran** Application Application Dates Matters

DVA UIN 1000001 DVA File No' X1000001

Surname Marks Given Names Samuel Abraham Title Mr

Date of Death [Yellow Box]

Applicant's Relationship Self

Service	Service Rendered	Dates of Service	Other Applications	Date Finalised

New Save Delete Notes Hearing Prep Hearing Letters Exit

As more details are required before the application can be saved, proceed to the 'Application' tab.

'Application' tab

For new registrations, the only fields that may require an entry are for 'Representative'.

If the applicant is a Member of the Board, or a representative, or a person who is related to a staff member, the case should be given restricted access. When the registration data has been fully entered, pass the file to a 'Supervisor' or 'Administrator' to 'restrict' the application. Supervisors and Administrators are the only users who can access restricted applications.

The screenshot shows the 'Application Maintenance' window with the 'Application' tab selected. The window contains the following fields and controls:

- VRB Registration No:** T99/1955
- Applicant:** Samuel Abraham Marks
- Stage:** Pre-Contact
- Tabs:** Admin Matters, Dismissal, AAT, S152, S31, Applicant, Veteran, **Application**, Application Dates, Matters
- This application is being processed by:** Registry: TAS, Current Responsibility: DVA
- Date of S149 Action:** [Yellow field]
- Date of S151 Action:** [Yellow field]
- Application Origin / Transfer Details:** Type: New Registration, Date of Action: [Yellow field]
- Archive Details:** Date: [White field], Location: [White field]
- Attendance Details:** Type: (None), Representative: [Yellow field]
- Listing Queue:** Priority: Low, Listing Queue Insertion Date: [White field]
- Veteran Deceased?:** ☐
- Restrict Application:** ☐
- Buttons:** New, Save, Delete, Notes, Hearing Prep, Hearing, Letters, Exit

'Representative'

The 'Representative' field has a picklist. You should choose the appropriate representative from this picklist. To do this, provide a Surname, or Organisation data, in the picklist box, then select the 'Criteria' button at the base of the box.

The screenshot shows the 'Criteria Window' with the 'Representative' tab selected. The window contains the following fields and controls:

- Tabs:** Applicant, Veteran, Application, **Representative**
- Surname:** [White field]
- Organisation:** [White field]
- State:** [White field with dropdown arrow]
- Buttons:** Clear, Ok, Cancel

The list will then populate with details of representatives selected in accordance with the criteria. Highlight the correct representative and select the 'OK' button. The representative details will appear on the application screen in the 'Representative' field.

If an applicant is representing himself or herself, users are NOT to enter anything in the Representative field.

If the representative is new to the system, details will need to be provided in the 'Representative Maintenance' window. From the main 'VRB – System Application Maintenance' menu select 'Maintenance', 'Reference Data Maintenance', then select the 'Representative Maintenance' button, select the 'New' button, enter the details of the representative.

The screenshot shows the 'Representative Maintenance' window with the following details:

- Surname:** Blogg
- Given Names:** William
- Title:** Mr
- Organisation:** Blue Gum
- Address:** 19 Brush Street, Blue Gum
- Telephone:** 03 6288 7654 (Work), 03 6288 7655 (Fax)
- State:** TAS
- Postcode:** 7654
- Email Address:** Bluegum@catlink.com.au
- Restrictions:** Only 5 applications listed each week
- Comments:** (Empty text area)
- Formal Representative:** ☒
- Active?:** ☒
- Days Normally Available:** ☒ Monday, ☒ Tuesday, ☒ Wednesday, ☒ Thursday, ☒ Friday
- Buttons:** New, Save, Delete, Exit

If the Representative Organisation is Legacy, it is to be entered with the Town firstly and then Legacy ie. Blue Gum Legacy.

If the Representative Organisation is Returned & Services League it is to be entered as RSL and then the town ie RSL Blue Gum. (No 'sub-branch' is added to the town name)

RDFWA it is to be entered as RDFWA and then the town ie RDFWA Blue Gum.

TIP program will be entered in full as Training and Information Program

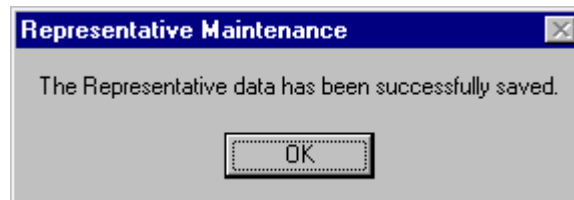
VVAA will be entered as VVAA and then the town ie VVAA Blue Gum

VVFA will be entered as VVFA and then the town ie VVFA Blue Gum.

Other organisations are entered in the format to be used in addressing documents and letters.

If the organisation is known but not the name of the Representative, then that field for the Representative name is to be left BLANK.

Select the 'Save' button then Select 'OK'



Then exit the maintenance window.

Select the appropriate application and go to the 'Application' tab. Select the 'Representative' picklist and the new representative, importing the details to populate the 'Representative' field. If an applicant is representing himself or herself, users are NOT to enter anything in the Representative field.

'Veteran already deceased?'

If the veteran was deceased prior to the application being raised, the user can enter a 'Date of Death' on the 'Veteran' tab. This action is only available for new registrations and removes the need to process the "death" as an 'Administrative Matter'. All war widow claims fit into this category. (See 6.3 of this manual for further information.)

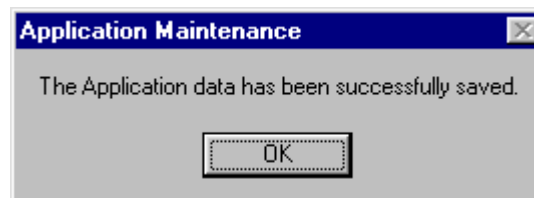
As more details are required before the application can be saved, proceed to the 'Application Dates' tab.

'Application Dates' tab

Select the 'Application Dates' tab and enter the 'Date of [Repatriation] Commission decision', and 'Date of DVA Lodgment'.

The screenshot shows the 'Application Maintenance' window with the 'Application Dates' tab selected. The window title is 'Application Maintenance'. At the top, it displays 'VRB Registration No' as 'T99/1955' and 'Applicant' as 'Samuel Abraham Marks'. Below this, the 'Stage' is 'Pre-Contact'. The main area contains several tabs: 'Admin Matters', 'Dismissal', 'AAI', 'S152', 'S31', 'Applicant', 'Veteran', 'Application', 'Application Dates' (selected), and 'Matters'. The 'Application Dates' tab has the following fields: 'Date of Commission Decision' (02 Dec 1999), 'Date of DVA Lodgment' (22 Dec 1999), 'Date that the S137 Report was Received by the VRB' (empty), 'Date that the S137 Report was Sent out to the Representative' (empty), 'Administrative Matter Items' (Is there Confidential Information? ☐, Is any information under Section 148(6A) required? ☐, 'Date that the S148 was Sent' (empty), 'S148 Action Completed' (empty), 'S148 Follow Up Action Occurred' (empty), 'Miscellaneous Dates' (Date that Parties Advise they are Not Ready to Proceed , Application Finalisation , COR Receipt , Resubmission , and a 'New' button. At the bottom, there are buttons for 'New', 'Save', 'Delete', 'Notes', 'Hearing Prep', 'Hearing', 'Letters', and 'Exit'.

'Save' this tab (with the application) and go to the 'Matters' tab.



'Matters' tab

This tab shows a grid of all the matter issues currently associated with this application. It is for display only.

Application Maintenance

VRB Registration No: T99/1955

Applicant: Samuel Abraham Marks

Stage: Pre-Contact

Admin Matters Dismissal AAI S152 S31

Applicant Veteran Application Application Dates **Matters**

Decision Type	Matter	Current Pension Rate	Result

Add Modify

New Save Delete Notes Hearing Prep Hearing Letters Exit

To access an existing matter issue, double click on the appropriate line. To enter a new matter issue select 'Add' and the 'Matters maintenance' screen appears.

Each disability associated with an application is treated as a separate matter issue. So for example, if an application is for review of the rejection by the Commission of the disabilities acute sinusitis, ischaemic heart disease and pension assessment at 30%, acute sinusitis will be one matter issue, ischaemic heart disease will be another matter issue, and pension assessment at 30% will be a further matter issue, with a separate maintenance screen for each matter. This allows for single matter issues to be identified and rated for difficulty of review, for accurate identification of the issues being addressed by the Board in its reviews and for the decision result of individual matters to be recorded.

To enter data into the fields, select the type of Commission decision. This is done through the combo box that has the entries 'Entitlement', 'Assessment' and 'Attendant Allowance'. Only these types of decision are accepted in this field.

Dependent on the 'Commission Decision Type' the program will make available for:

- 'Entitlement' – the 'Matter Issue' field, which is defined in the combo box or through the search button. If the specific matter issue is not defined in the combo box, e-mail or fax an administrator who can enter the matter issue manually.
- 'Assessment' - the 'Pension Rate Under Review', which are defined in the combo box as 'Extreme Disablement Adjustment', 'Intermediate Rate', 'Pension Assessment at xxx% of the

General rate' where xxx is the rate as a number between 10 and 100, 'Pension for accepted disabilities not warranted', 'Temporary Special Rate', or 'Date of Effect'. No other entries are available;

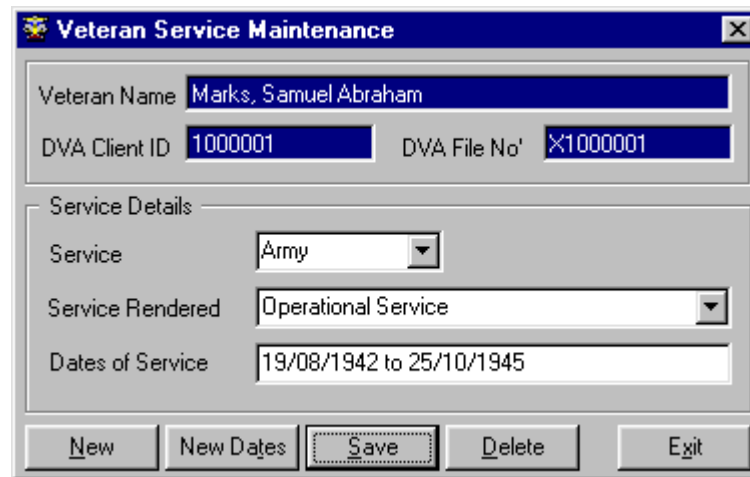
'Attendant Allowance' – the program disables the 'Matter Issue' and 'Pension Rate Under Review' and the words 'Attendant Allowance' appear in the 'Matter Issue' field.

Select 'Save' for each matter, 'OK', then either, 'Exit' the matter screen, or select 'New' to enter additional 'Matter Issues' before saving and exiting.

'Save' the application.

Decision Type	Matter	Current Pension Rate	Result
Entitlement	acute sinusitis		
Entitlement	ischaemic heart disease		
Assessment		pension assessment at 30%	

Return to the 'Veteran' tab and add the veteran's service record. Double clicking in the grid on the bottom left of the tab and the 'Veteran Service Maintenance' window opens. Enter the details in the 'Service' 'Service rendered' and Dates of Service' fields. If the veteran has more than one service type, select 'New' to add further entries.



If the veteran has further service dates for the same service type, eg "Army" and "Operational Service", 'Save' the record and select the button 'New Dates' to add further dates.

'Save' the record and exit.

The new registration record is now completed. If the section 137 report has been transmitted from the Department of Veterans' Affairs, proceed to 3.1 and 3.2 of this manual.

If the paper file is not made up at this stage, make a suitable entry in the 'Notes' after saving the application and before selecting 'New' for another registration.

Process the paper files by making up a folder and attaching any documents. If the application is of doubtful validity, the processes described in part 2 of this manual are followed.

2. Validity of Applications

Each new application must be considered for validity. See the ‘Operations Manual’ part 2.4.1 for examples of invalid applications

All validity issues are recorded upon the ‘Validity’ tab of the ‘Administrative Matters’ maintenance. To begin a new ‘Administrative Matter’ double click on a blank line or select the ‘New’ button.

A Selection box appears. Select ‘Validity’.

The Registrar or Deputy Registrar should determine the validity type in accordance with parts 2.4.1 to 2.4.4 of the “Operations Manual”. The Registrar or Deputy Registrar should also decide if the application is ‘valid’, “clearly invalid” or “of doubtful validity”.

Administrative Matters

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
 Stage: Pre-Contact

General Death **Validity** Confidential 148(SA)

Validity Type: [Dropdown Menu]
 Letter to Applicant Date: [Text Field]
 Date Follow Up Letter was Sent: [Text Field]
 Validity Clarified Date: [Text Field]

Administrative Hearing Date: [Text Field]
 Administrative Hearing Results: [Dropdown Menu]
 Comments: [Text Area]

[Save] [Delete] [Exit]

Select from the 'Validity Type' combo box, and one of the options from: 'Time limit has expired'; 'No Reviewable decision'; or 'No standing to apply'. Enter a date in the 'Letter to Applicant' date. If the date is today's date, typing the letter 't' followed by the keyboard tab key, or keyboard enter key will insert today's date. Select the 'Save' Button. The program enters a re-submission date of today's date + 28 days in the 'Application Dates' tab and creates a system note. The program returns the user to the 'Admin Matters' screen where the 'Letters' button can be selected taking the user to the standard letters menu if required.

Update Resubmission Date

Would you like to update the Resubmission date to be 20 Sep 2000?

[Yes] [No]

There are two standard validity letters. One for matters that are clearly invalid (L24 Disputed Application) and another for cases that are of doubtful validity (L22 Doubtful Application). If the issue is regarding doubtful validity, the Department of Veterans' Affairs should be requested to provide a section 137 report in preparation of an administrative hearing.

Letter Name	Template Name	Description
L24	L24.dot	Disputed Application
L22	L22.dot	Doubtful Application
L315	L315.dot	Follow Up Action
L61	L61.dot	Further Action - No Response to s148 Letter
L01	L01.dot	General Letter
L71	L71.dot	Hearing Attendance
L21	L21.dot	Invalid Application
L67	L67.dot	Letter to Department Requesting section 126 Action
L66	L66.dot	Letter to Representative - Unauthorised Request for Listing
L81	L81.dot	Listing Instructions
L671	L671.dot	LPR after Section 126 action
L45	L45.dot	Offering Release of Confidential/Prejudicial Material to Rep
L22	L22.dot	Disputed Application

[Ok] [Cancel]

If the issue is that the application may have been lodged “out of time”, Operations Manual letter RV2:5, ‘letter requesting details of Department’s postal procedures’, is sent to Department of Veterans’ Affairs and the processes described in 6.1.6 of this manual are followed. The matter of validity cannot be listed until all the administrative actions are completed (eg ‘S148(6A)’ action and the ‘Validity’ action).

2.5.1 “Valid”

If the Registrar decides that the application is valid, place the date in the field ‘Validity Clarified Date’ and ‘Save’ the tab. The administrative matter action is completed. The user should write to the veteran, the Repatriation Commission and the Department, advising that the Department will prepare a section 137 report.

The screenshot shows a software window titled "Administrative Matters". At the top, it displays "VRB Registration No' T99/1955" and "Applicant: Samuel Abraham Marks". Below this, it shows "Stage: Pre-Contact". The window has several tabs: "General", "Death", "Validity" (which is selected), "Confidential", and "148(6A)". The "Validity" tab contains the following fields: "Validity Type" (a dropdown menu showing "Time Limit Expired"), "Letter to Applicant Date" (a text box with "03 Jan 2000"), "Date Follow Up Letter was Sent" (an empty text box), and "Validity Clarified Date" (a text box with "06 Mar 2000"). Below these fields are "Administrative Hearing Date" (an empty text box), "Administrative Hearing Results" (a dropdown menu), and "Comments" (a large text area). At the bottom of the window are three buttons: "Save", "Delete", and "Exit".

“Doubtful validity”

If, after 28 days, no reply is received to the letter ‘Disputed Application L24’, select ‘Date Follow Up Letter was Sent’, enter the ‘Date Follow Up Letter was Sent’ and ‘Save’ the tab. Send a follow up letter.

If, after 28 days, no reply is received to the follow up letter, or, if a reply is received disputing the application as being of ‘Doubtful Validity’, Place today’s date in the field ‘Validity Clarified Date’, make a comment about the application validity being disputed and save the tab.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Pre-Contact**

General Death **Validity** Confidential 148(6A)

Validity Type: Time Limit Expired
 Letter to Applicant Date: 03 Jan 2000
 Date Follow Up Letter was Sent: 03 Feb 2000
 Validity Clarified Date: 06 Mar 2000

Administrative Hearing Date:
 Administrative Hearing Results:
 Comments: The validity of this application is in dispute and the application is listed for hearing with priority.

Save Delete Exit

Provided a S137 report is available, go to the 'Application Dates' tab and in the 'COR Receipt' field enter today's date. If the S137 report is not available, follow the procedures outlined in part 2.5.5 of the Operations Manual.

Send the letter RV2:4 'Advice of priority hearing for application of disputed validity'. See Chapter 7 for listing procedures.

Generate letter L81 'Listing Instructions'.

2.5.3 "Clearly invalid"

No Reply

If, after 28 days, no reply is received to letter RV2:1, place the date in the field 'Validity Clarified Date', make an appropriate comment, and 'Save' the tab.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Pre-Contact**

General Death **Validity** Confidential 148(6A)

Validity Type: Time Limit Expired
 Letter to Applicant Date: 03 Jan 2000
 Date Follow Up Letter was Sent:
 Validity Clarified Date: 06 Mar 2000

Administrative Hearing Date:
 Administrative Hearing Results:
 Comments: No reply has been received within the time allocated. The application is clearly invalid and the matters are lapsed.

Save Delete Exit

Go to 'Matters' tab and for each matter issue select the appropriate "lapsed" matter result and click the finalised box. When the last matter is finalised, select 'Save' and the application will be finalised as 'Lapsed'.

Reply Received

If a reply is received disputing the application as being of 'Doubtful Validity', place today's date in the field 'Validity Clarified Date', make a comment about the application validity being disputed and save the tab.

Provided a S137 report is available, go to the 'Application Dates' tab and in the 'COR Receipt' field enter today's date. If the S137 report is not available, follow the procedures outlined in part 2.5.5 of the Operations Manual.

Send the letter RV2:4 'Advice of priority hearing for application of disputed validity'. See Chapter 7 for listing procedures.

Generate letter L81 'Listing Instructions'.

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3 Evidence Relating to Applications

3.1 Section 137 Reports

- 3.13 When the Board receives the S137 report it is matched to the Board's application paper file. If a paper file was not raised at registration, raise one now and make an entry in the 'Notes' indicating that the paper file is now raised. Check that all the 'matters' have been entered.
- 3.1.5 Once the checks set out in 3.1.4 of the Operations Manual have been completed (including a search for confidential/prejudicial information – see chapter 4), in 'Application Maintenance' go to the 'Application Dates' tab and enter the date in the field 'Date that the S137 Report was Received by the Board'.

3.2 Section 148 Letters

- 3.2.1 Enter the date in the field 'Date that the S148 was Sent'. Entering the date in this field sets the re-submission date to the date + 35 days. 'Save' the tab and answer Yes to print the letter and forms L311 (Section 148 – Australian Application), RV3:2 (Applicant's Advice Sheet), RV3:3 (Representative details [the reverse of RV3.2]), RV3:4 (About the Veterans' Review Board pamphlet) and RV3:5 (Hearings at the Veterans' Review Board). If the applicant is overseas send letter L312 Section 148 – Overseas Application (in place of RV3:1) as per 3.2.2.

The stage of the application should now read 'Await S148 Reply'.

3.2.2 Not Represented and Ready to be heard

If the “Applicant’s Advice” form (RV3:2) is returned advising that the applicant is not represented and is ready for a hearing, enter a date in the ‘S148 Action completed’ and ‘COR Receipt’ fields.

Application Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
Stage: Pre-Contact

Admin Matters Dismissal AAT S152 S31

Applicant Veteran Application **Application Dates** Matters

Date of
Commission Decision: 02 Dec 1999 DVA Lodgement: 22 Dec 1999

Date that the S137 Report was
Received by the VRB: 09 Feb 2000 Administrative Matter Items
Sent out to the Representative: Is there Confidential Information? ☐
Is any information under Section 148(6A) required? ☐

Date that the
S148 was Sent: 10 Feb 2000 S148 Action Completed: 15 Feb 2000 S148 Follow Up Action Occurred:

Miscellaneous Dates
Date that Parties Advise they are Not Ready to Proceed: Application Finalisation:
COR Receipt: 15 Feb 2000 Resubmission:

New Save Delete Notes Hearing Prep Hearing Letters Exit

This inserts the date in the ‘Listing Queue Insertion Date’. Save the record and the system prompts the user ‘Would you like to update the Listing Queue Insertion Date to be NN/XX/NNNN’.

Update Resubmission Date

Would you like to update the Listing Queue Insertion date to be 15 Feb 2000?

Yes No

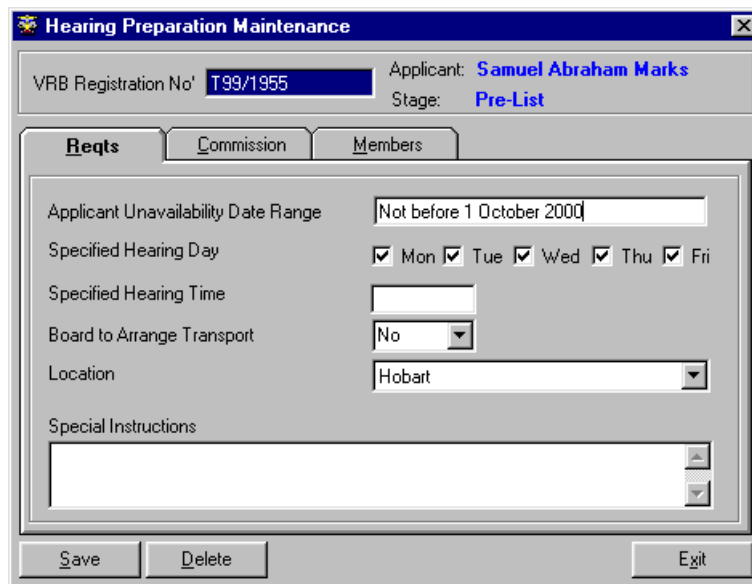
Select Yes and the system inserts the ‘COR Receipt’ date as the ‘Listing queue insertion date’. Save the record again and the following screen appears.

Application Maintenance

Do you want to record Hearing Preparation information?

Yes No

Select Yes and at a minimum select the ‘Location’ of the hearing. If the applicant has nominated any dates when they are, or are not available. Enter the details on the ‘Hearing Reqts’ tab, save and exit.



Hearing Preparation Maintenance

VRB Registration No' T99/1955 Applicant: Samuel Abraham Marks
Stage: Pre-List

Reqs Commission Members

Applicant Unavailability Date Range: Not before 1 October 2000

Specified Hearing Day: ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri

Specified Hearing Time:

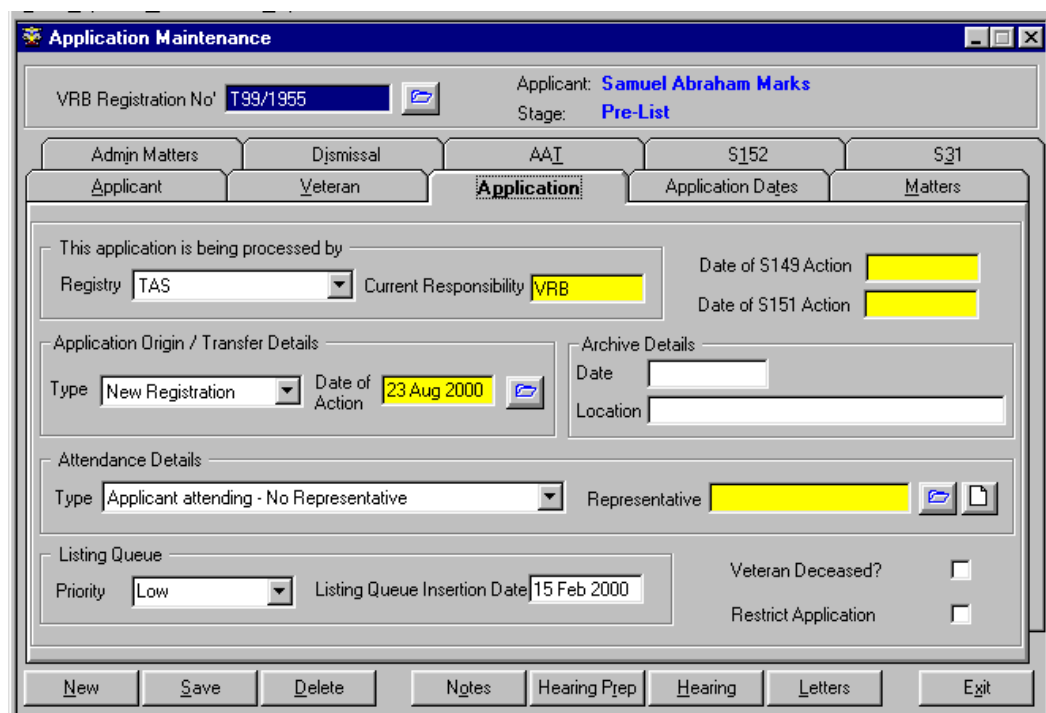
Board to Arrange Transport: No

Location: Hobart

Special Instructions:

Save Delete Exit

Go to the 'Application Dates' tab and in the field, 'Attendance Details Type', select the option requested by the applicant (eg 'Applicant attending – No Representative').



Application Maintenance

VRB Registration No' T99/1955 Applicant: Samuel Abraham Marks
Stage: Pre-List

Admin Matters Dismissal AAT S152 S31

Applicant Veteran **Application** Application Dates Matters

This application is being processed by
Registry: TAS Current Responsibility: VRB Date of S149 Action: Date of S151 Action:

Application Origin / Transfer Details
Type: New Registration Date of Action: 23 Aug 2000 Archive Details
Date: Location:

Attendance Details
Type: Applicant attending - No Representative Representative:

Listing Queue
Priority: Low Listing Queue Insertion Date: 15 Feb 2000 Veteran Deceased? ☐
Restrict Application ☐

New Save Delete Notes Hearing Prep Hearing Letters Exit

The stage of the application should now read 'Pre List'. Generate letter L81 'Listing Instructions'.

Not To Be Represented and Not Ready

If the "Applicant's Advice" form (RV3:2) is returned advising that the applicant is not to be represented, and is not ready to be heard, enter the date in the fields 'S148 Action Completed' and 'Date that Parties Advise they are Not Ready to Proceed' and save the record. Entering a date in 'Date that

Parties Advise they are Not Ready to Proceed' sets the re-submission date to the date + 60 days. Save the application again and go to 'Letters'. Print form L321 'Certificate of Readiness - Applicant' and send it to the applicant. (If the applicant is overseas, use form L323 Certificate of Readiness – Overseas Applicant)

The stage should now read 'Party Not Ready'.

Then go to the 'Application Dates' tab and in the field, 'Attendance Details Type', select the option requested by the applicant (eg 'Applicant attending – No Representative').

3.2.2 To Be Represented

If the "Applicant's Advice" form (RV3:2) is returned advising that the applicant has nominated a representative, select the 'Application' tab and using the representative combo box, select the appropriate entry. (For new representatives see part 1.2.6 of this manual.) Select the appropriate 'Attendance Details Type', then go to the 'Application Dates' tab and enter the date of receipt in the field 'S148 Action Completed', and today's date in the fields 'Date that the S137 Report was Sent out to the Representative' and 'Date that Parties Advise they are Not Ready to Proceed'. Entering a date in 'Date that Parties Advise they are Not Ready to Proceed' sets the re-submission date to the date + 60 days. Print a L323 'Certificate of Readiness – Representative' and send it to the representative (with the S137 report if one has not already been sent).

Application Maintenance

VRB Registration No: T99/1955

Applicant: Samuel Abraham Marks

Stage: Party Not Ready

Admin Matters | Dismissal | AAT | S152 | S31

Applicant | Veteran | Application | **Application Dates** | Matters

Date of Commission Decision: 02 Dec 1999 DVA Lodgement: 22 Dec 1999

Date that the S137 Report was Received by the VRB: 09 Feb 2000 Sent out to the Representative: 15 Feb 2000

Administrative Matter Items

Is there Confidential Information? ☐

Is any information under Section 148(6A) required? ☐

Date that the S148 was Sent: 10 Feb 2000 S148 Action Completed: 15 Feb 2000 S148 Follow Up Action Occurred:

Miscellaneous Dates

Date that Parties Advise they are Not Ready to Proceed: 15 Feb 2000 Application Finalisation:

COR Receipt: Resubmission: 15 Apr 2000 Parties Not Ready To Proceed: thunti

New Save Delete Notes Hearing Prep Hearing Letters Exit

- 3.2.6 If no reply is received to the S148 letter, enter the date in the field 'S148 Follow Up Action Occurred'. If the applicant is to be followed up by letter 'Save' the tab and the system will generate the letter L61 Further Action – No response to S148 letter, select the 'First reminder – No Response to s148 letter' option. The system also sets the re-submission date to date + 14 days. If the applicant is followed up by telephone (see 6.1.9 of the Operations manual) and provides a response, the date can be entered in the field 'S148 Action Completed' and the appropriate process applied (see 3.2.3, 3.2.4 above).

Application Maintenance

VRB Registration No: T99/1955

Applicant: Samuel Abraham Marks

Stage: Await S148 Reply

Admin Matters | Dismissal | AAT | S152 | S31

Applicant | Veteran | Application | **Application Dates** | Matters

Date of Commission Decision: 02 Dec 1999 DVA Lodgement: 22 Dec 1999

Date that the S137 Report was Received by the VRB: 09 Feb 2000 Sent out to the Representative: 15 Feb 2000

Administrative Matter Items

Is there Confidential Information? ☐

Is any information under Section 148(6A) required? ☐

Date that the S148 was Sent: 10 Feb 2000 S148 Action Completed: S148 Follow Up Action Occurred: 20 Mar 2000

Miscellaneous Dates

Date that Parties Advise they are Not Ready to Proceed: Application Finalisation:

COR Receipt: Resubmission: 03 Apr 2000 S148 Follow Up: thunti

New Save Delete Notes Hearing Prep Hearing Letters Exit

3.5 Section 31 Reviews

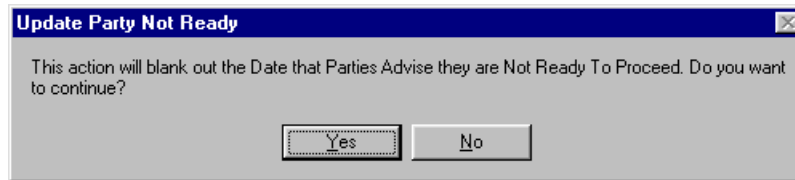
Selecting the 'S31' tab and either double clicking on a blank row or selecting the 'Add' button begin section 31 review data.

The screenshot shows the 'Application Maintenance' window. At the top, the 'VRB Registration No' is 'T99/1955' and the 'Applicant' is 'Samuel Abraham Marks'. The 'Stage' is 'Await S148 Reply'. Below this are several tabs: 'Applicant', 'Veteran', 'Application', 'Application Dates', 'Matters', 'Admin Matters', 'Dismissal', 'AAI', 'S152', and 'S31'. The 'S31' tab is selected. Below the tabs is a table with columns: 'Date Action Requested', 'Date Advice of Review Recd from Commission', 'Date Section 31 Decision Recd', and 'Date Applicant'. The table is currently empty. Below the table are 'Add' and 'Modify' buttons. At the bottom of the window are buttons for 'New', 'Save', 'Delete', 'Notes', 'Hearing Prep', 'Hearing', 'Letters', and 'Exit'.

- 3.5.1 Where the Board requests the Repatriation Commission to consider a review under section 31, enter the date in the field 'Action Requested by the VRB' and save the record.

The screenshot shows the 'Section 31 Maintenance' window. At the top, the 'VRB Registration No' is 'T99/1955' and the 'Applicant' is 'Samuel Abraham Marks'. The 'Stage' is 'Await S148 Reply'. Below this are two tabs: 'Dates' and 'Actions'. The 'Dates' tab is selected. Below the tabs is a form with the following fields: 'Date that', 'Action Requested by the VRB' (with a date picker showing '15 Mar 2000'), 'Advice of Review Rec'd from Commission', 'Section 31 Decision Received', 'Applicant Advised of Review Outcome', 'Follow Up Action to Applicant', and 'Reply Received from Applicant'. At the bottom of the window are buttons for 'Save', 'Delete', and 'Exit'.

This creates a re-submission date of today + 28 days. And the system asks if the field 'Parties advise that they are not ready to proceed' is to be blanked out. Select Yes.

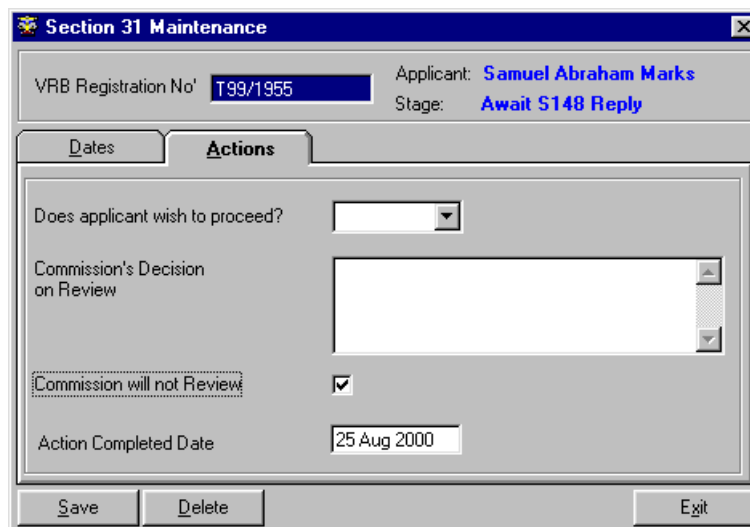


Save the record again and select the 'Letters' button to send letter L35 Requesting Section 31 Review from Department.

Where the Repatriation Commission advises that it proposes to consider a review under Section 31, enter the date in the field 'Advice of Review Rec'd from Commission'.

3.5.7 Commission NOT to conduct a review

On receipt of the advice from the Repatriation Commission that the Commission has concluded it's consideration of a review and has decided NOT to conduct a review, the user proceeds to the 'Actions' tab and ticks the check-box 'Commission will not Review'.



'Save' the tab and the current date is inserted in the field 'Action Completed Date'. 'Exit' this window and go to the 'Application maintenance' window, 'Application Dates' tab and take any appropriate action, if any. (It may be necessary to enter today's date in the field 'Date that Parties Advise they are Not Ready to Proceed'.)

Commission TO conduct a review

- 3.5.8 On receipt of the Section 31 review decision of the Repatriation Commission, the user enters the date of receipt in the field 'Section 31 Decision Received'.
- 3.5.9 The user enters the date in the field 'Applicant Advised of Review Outcome', the tab is 'Saved'. Send the RV3:12 'Letter seeking advice from applicant after section 31 review' and a form RV11:1 'Request for withdrawal'. The re-

submission date is set to 'Applicant Advised of Review Outcome' date + 28 days.

'Save' the window.

The system asks about setting a resubmission date.

Select 'Yes'.

A follow up letter is sent if no reply is received after 28 days and the date of the follow up is entered in field 'Follow Up Action to Applicant'.

- 3.5.10 When the reply to the 'advice of review outcome' letter is received, enter the date in the field 'Reply Received from the Applicant'.

Proceed to the 'Actions' tab.

To Continue With Review

If the applicant wishes to continue with the review go to the field 'Does the applicant wish to proceed' and select Yes from the combo box. Proceed to the field 'Commission's Decision on Review' and enter the decision of the Repatriation Commission. Enter the details to show all aspects of the decision, eg. "Accept acute sinusitis from 01/10/1999 and increase pension to 50% of the General rate from that day.". Proceed to the field 'Action Completed Date' and enter the date of completion. 'Save' the tab.

Section 31 Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
Stage: S31 Action

Actions

Does applicant wish to proceed? Yes

Commission's Decision on Review
Accept acute sinusitis from 01/10/1999 and increase pension to 50% of the General rate from that day.

Commission will not Review ☐

Action Completed Date: 15 Jul 2000

Save Delete Exit

Not To Continue With Review

If the applicant does not wish to continue and requests a withdrawal of the application for review, go to the field 'Does the applicant wish to proceed' and select 'No' from the combo box. The system takes the user to the field 'Action Completed Date'. Enter the date, 'Save' the window and follow the procedures set out in Chapter 11 of the Operations Manual concerning withdrawals.

Section 31 Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
Stage: Await S148 Reply

Actions

Does applicant wish to proceed? No

Commission's Decision on Review
Accept acute sinusitis from 01/10/1999 and increase pension to 50% of the General rate from that day.

Commission will not Review ☐

Action Completed Date: 15 Jul 2000

Save Delete Exit

4 Confidential Material and Prejudicial Material

The Department of Veterans' Affairs is required to withhold from the section 137 report prepared for the application, any material which is confidential or prejudicial to the applicant's physical or mental well-being. The Department of Veterans' Affairs will provide copies of the material withheld under separate cover.

4.2 Confidential Material

- 4.2.2 When confidential material is identified as withheld from the section 137 report, the procedure outline in procedure 3.1 and 3.2 of this manual are followed, then proceed to the 'Application Maintenance', 'Application Dates' tab and select the check-box field 'Is there Confidential Information?'.

The screenshot shows the 'Application Maintenance' window with the 'Application Dates' tab selected. The window contains the following fields and options:

- VRB Registration No:** T99/1955
- Applicant:** Samuel Abraham Marks
- Stage:** Pre-Contact
- Tabs:** Admin Matters, Dismissal, AAI, S152, S31, Applicant, Veteran, Application, **Application Dates**, Matters
- Date of:**
 - Commission Decision: 02 Jan 1999
 - DVA Lodgement: 10 Jan 1999
- Date that the S137 Report was:**
 - Received by the VRB: 01 May 1999
 - Sent out to the Representative: [Empty]
- Administrative Matter Items:**
 - Is there Confidential Information?: ☒
 - Is any information under Section 148(6A) required?: ☐
- Date that the:**
 - S148 was Sent: 03 May 1999
 - S148 Action Completed: [Empty]
 - S148 Follow Up Action Occurred: [Empty]
- Miscellaneous Dates:**
 - Date that Parties Advise they are Not Ready to Proceed: [Empty]
 - Application Finalisation: [Yellow Highlight]
 - COR Receipt: [Empty]
 - Resubmission: 07 Jun 1999
 - S148 Sent: [Empty]
- Buttons:** New, Save, Delete, Notes, Hearing, Letters, Exit

'Save' the tab and the system takes the user to the 'Administrative Matters' window, 'Conf Info' tab.

The screenshot shows a confirmation dialog box titled 'Application Maintenance'. The text inside reads: 'This application contains Confidential Information. Do you want to proceed to the Administrative Matters window?'. There are two buttons: 'Yes' and 'No'.

The user enters the date in the field 'Request Release to Author Date', 'Saves' the tab and the system sets the re-submission date to the date + 30 days. Generate the standard letter L41 'Request to author of confidential material concerning release'. The SAM program creates a system note.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Await S148 Reply**

General Death Validity **Confidential** 148(6A)

Request Release to Author Date 10 Feb 2000
Author Response
Action Completed Date

Administrative Hearing Date
Administrative Hearing Results
Comments

Save Delete Exit

4.2.3 Author consents to release

If the author responds consenting to the release of the document, at the 'Conf Info' tab, at the field 'Author Response, select 'Release' from the combo box. 'Save' the record and the system places the user in the 'Application Maintenance', Application Dates' tab and places the cursor in the 'S148 was Sent' field. Generate letter L43 'Advising applicant of release of confidential material – with authors consent-release to applicant'

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General Death Validity **Confidential** 148(6A)

Request Release to Author Date 10 Feb 2000
Author Response
Action Completed Date

Administrative Hearing Date
Administrative Hearing Results
Comments

Save Delete Exit

4.2.4 Author does not respond

If after 30 days the author does not respond, at the 'Conf Info' tab, at the field 'Author Response, select 'Did Not Respond' from the combo box. The issue of the confidential matter is to be put to a panel of the Board. Place the hearing

date in the 'Administrative Hearing Date' field. Entering the date of the administrative hearing causes the system to create a system note. Follow any procedures set down in the Operations Manual regarding administrative hearings (7.2).

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General Death Validity **Confidential** 148(6A)

Request Release to Author Date 10 Feb 2000
Author Response Did Not Respond
Action Completed Date

Administrative Hearing Date 03 Apr 2000
Administrative Hearing Results
Comments

Save Delete Exit

Author does not consent to release

If the author's response is not to release the confidential information, at the 'Conf Info' tab, at the field 'Author Response, select 'Do Not Release' from the combo box. The issue of the confidential matter is to be put to a panel of the Board. Place the hearing date in the 'Administrative Hearing Date' field. Entering the date of the administrative hearing causes the system to create a system note. Follow any procedures set down in the Operations Manual regarding administrative hearings (7.2).

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General Death Validity **Confidential** 148(6A)

Request Release to Author Date 10 Feb 2000
Author Response Do Not Release
Action Completed Date

Administrative Hearing Date 03 Apr 2000
Administrative Hearing Results
Comments

Save Delete Exit

Author consents only to limited release

If the author consents to release of a part of the document, at the 'Conf Info' tab, at the field 'Author Response', select 'Release Part Only' from the combo box. The issue of the confidential matter is to be put to a panel of the Board. Place the hearing date in the 'Administrative Hearing Date' field. Entering the date of the administrative hearing causes the system to create a system note. Follow any procedures set down in the Operations Manual regarding administrative hearings (see 7.2 of this manual and the Operations Manual).

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General **Death** **Validity** **Confidential** 148(6A)

Request Release to Author Date: 10 Feb 2000
Author Response: Release Part Only
Action Completed Date:

Administrative Hearing Date: 03 Apr 2000
Administrative Hearing Results:
Comments:

Save **Delete** **Exit**

Administrative hearing result

Once the Board panel has made a decision regarding the release of confidential material enter the 'Results' of the Board and place the date in the 'Admin Action Completed' field. 'Save' the record. The system creates a system note.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General **Death** **Validity** **Confidential** 148(6A)

Request Release to Author Date: 10 Feb 2000
Author Response: Release Part Only
Action Completed Date: 04 Apr 2000

Administrative Hearing Date: 03 Apr 2000
Administrative Hearing Results: Release Confidential/Prejudicial Information
Comments: Do Not Release Confidential/Prejudicial Information
Release Confidential/Prejudicial Info to Representative
Release Confidential/Prejudicial Information

Save **Delete** **Exit**

4.2.7 – 4.2.11 Administrative Hearing Decision

Following the administrative hearing, in the 'Administrative Matters', 'Confidential' tab, at the field 'Comments', enter the result provided by the Board (in abbreviated form eg. "Release part of the document from Dr XXX"). 'Save' the record and the system creates a system note.

Generate letter L42 'Advising author that confidential material released without consent' and/or L43 'Advising applicant of release of confidential material' as appropriate.

The screenshot shows a software window titled "Administrative Matters". At the top, it displays "VRB Registration No" as "T99/1955", "Applicant" as "Samuel Abraham Marks", and "Stage" as "Await S148 Reply". Below this are five tabs: "General", "Death", "Validity", "Confidential", and "148(6A)". The "Confidential" tab is selected. Inside this tab, there are three input fields: "Request Release to Author Date" with the value "10 Feb 2000", "Author Response" with a dropdown menu showing "Release Part Only", and "Action Completed Date" with the value "04 Apr 2000". Below these is another section with "Administrative Hearing Date" set to "03 Apr 2000" and "Administrative Hearing Results" with a dropdown menu showing "Release Confidential/Prejudicial Information". A "Comments" text area contains the text "Release all but paragraph 3 from the one page letter of Dr Cutter." At the bottom of the window are three buttons: "Save", "Delete", and "Exit".

4.3 Prejudicial Information

Where material is identified that may be prejudicial to the applicant's physical or mental well being the material must be placed before a VRB panel to consider the release of the material.

- 4.3.1 Select the 'Admin Matters' tab, followed by the 'Add' button. From the 'Select Administrative Matter Type' box, select 'General' and click the 'OK' button. The system takes the user to the 'General' tab. Place today's date in the field 'Date Commenced' and the date of the administrative hearing in the 'Administrative Hearing Date' field. The system asks if it can blank the 'Date that parties advise they are not ready to proceed', select 'Yes'. The system creates a system note. Follow any procedures set down in the Operations Manual regarding prejudicial information. Make an appropriate comment about the issue of the administrative hearing.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General | **Death** | **Validity** | **Confidential** | **148(6A)**

Date Commenced **10 Feb 2000**
Date Completed

Administrative Hearing Date **15 Feb 2000**
Administrative Hearing Results
Comments
Prejudicial material to be considered.

Save **Delete** **Exit**

4.3.3 – 4.3.8 Administrative Hearing Decision

Following the administrative hearing, in the 'Administrative Matters', 'General' tab, at the field 'Administrative Hearing Results', enter the result provided by the Board (in abbreviated form eg. "Release part of the document from Dr XXX"). 'Save' the record and the system creates a system note Generate standard letter L44 'Advising Applicant of Release of Material withheld by DVA'.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Await S148 Reply**

General | **Death** | **Validity** | **Confidential** | **148(6A)**

Date Commenced **10 Feb 2000**
Date Completed **16 Feb 2000**

Administrative Hearing Date **15 Feb 2000**
Administrative Hearing Results **Release Confidential/Prejudicial Info to Representative**
Comments
Release the prejudicial material from the Social Worker to the representative only.

Save **Delete** **Exit**

6 Monitoring Progress of Applications

6.1.6 Request for further information under s148(6A)

Where the Registrar makes a request under section 148(6A) of the Veterans' Entitlement Act, at the 'Application Maintenance' window, 'Application Dates' tab, select the tick box at the field 'Is any information under Section 148(6A) required?'.

The screenshot shows the 'Application Maintenance' window with the 'Application Dates' tab selected. The window contains the following fields and controls:

- VRB Registration No:** T99/1955
- Applicant:** Samuel Abraham Marks
- Stage:** Admin Action
- Tabs:** Admin Matters, Dismissal, AAT, S152, S31, Applicant, Veteran, Application, **Application Dates**, Matters
- Date of:**
 - Commission Decision: 02 Dec 1999
 - DVA Lodgement: 22 Dec 1999
- Date that the S137 Report was:**
 - Received by the VRB: 09 Feb 2000
 - Sent out to the Representative: [Empty]
- Administrative Matter Items:**
 - Is there Confidential Information? ☐
 - Is any information under Section 148(6A) required? ☒
- Date that the:**
 - S148 was Sent: [Empty]
 - S148 Action Completed: [Empty]
 - S148 Follow Up Action Occurred: [Empty]
- Miscellaneous Dates:**
 - Date that Parties Advise they are Not Ready to Proceed: [Empty]
 - Application Finalisation: [Yellow]
 - COR Receipt: [Empty]
 - Resubmission: [Empty]
- Buttons:** New, Save, Delete, Notes, Hearing Prep, Hearing, Letters, Exit

The system takes the user to the 'Administrative Matters' window, '148(6A)' tab. Insert details of the information requested from the Department of Veterans' Affairs, in the field 'Information Requested', then put the date in the field 'Date of Request'. The system creates a resubmission date of date + 60 days and creates a system note.

The screenshot shows a confirmation dialog box titled 'Application Maintenance'. The text inside reads: 'This application contains Section 148(6A) Information. Do you want to proceed to the Administrative Matters window?'. There are two buttons: 'Yes' and 'No'.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Await S148 Reply**

General Death Validity Confidential **148(6A)**

Information Requested: A new medical impairment rating and lifestyle questionnaire as the veteran has deteriorated.

Date of Request: 10 Feb 2000

S148(6A) Action Complete: ☐

Administrative Hearing Date:

Administrative Hearing Results:

Comments:

Update Resubmission Date

Currently, the resubmission date is 16 Mar 2000. Would you like to update the resubmission date to be 10 Apr 2000?

When the required information is received, tick the 'S148(6A) Action Completed' field and the system creates a system note.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Admin Action**

General Death Validity Confidential **148(6A)**

Information Requested: A new medical impairment rating and lifestyle questionnaire as the veteran has deteriorated.

Date of Request: 10 Feb 2000

S148(6A) Action Complete: ☒

Administrative Hearing Date:

Administrative Hearing Results:

Comments:

Process the additional information as described in part 3.3 of the Operations Manual.

6.1.9 No response to section 148 letter

If the applicant has not replied to the letter sent to them under section 148(1), either telephone, or letter can follow up the response.

If the applicant is followed up by telephone (see also procedure at 3.2.6 of this manual), and the applicant provides a response, that date can be entered in the field 'S148 Action Completed' and the appropriate process applied (see 3.2.3, 3.2.4 of this manual).

If the applicant is followed up by letter, as per 3.2.6 of this manual, and no reply is received after the further 14 days, the Registrar may direct under section 148(4), that the matter be listed for hearing as an "in-absentia". In this case, at the 'Application Dates' tab, ensure that dates have been applied to the fields 'S148 Action Completed' and 'COR receipt'.

Application Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
Stage: Pre-Contact

Admin Matters Dismissal AAT S152 S31

Applicant Veteran Application **Application Dates** Matters

Date of
Commission Decision: 02 Dec 1999 DVA Lodgement: 22 Dec 1999

Date that the S137 Report was
Received by the VRB: 09 Feb 2000
Sent out to the Representative:

Administrative Matter Items
Is there Confidential Information? ☐
Is any information under Section 148(6A) required? ☒

Date that the
S148 was Sent: 10 Feb 2000 S148 Action Completed: 10 Apr 2000 S148 Follow Up Action Occurred: 17 Mar 2000

Miscellaneous Dates
Date that Parties Advise they are Not Ready to Proceed: Application Finalisation:
COR Receipt: 10 Apr 2000 Resubmission: thunti

New Save Delete Notes Hearing Prep Hearing Letters Exit

Update Resubmission Date

Would you like to update the Listing Queue Insertion date to be 10 Apr 2000?

Yes No

At the 'Application' tab, at the 'Attendance' 'Type' field, select from the combo box "In absentia".

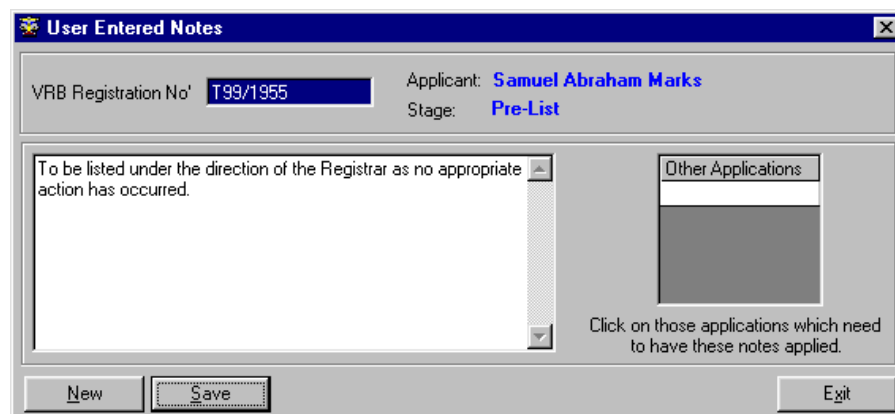
The system then displays the message box "Do you want to record Hearing Preparation Information?" select Yes and enter the 'Location' of the hearing.

Depress the 'Notes' button. In the 'Notes' make an entry that the matter is "to be listed under section 148(4)". 'Save' the note and select the 'Letters' button and generate letter L61 'Further Action – No Response to s148 letter – s148(4) advice being listed in absentia' being listed in absence'. Generate letter L81 'Listing Instructions'.

6.1.10 Applicant responded to section 148 letter, but still not ready 12 months later

For each 2 or 3 monthly review, generate the appropriate standard letter, then in the 'Application Maintenance' window select the 'Notes' button and make an appropriate entry in the 'Notes'.

If after 12 months from receipt of the section 148 response, nothing further has developed, the Registrar may direct the matter to a hearing. Should the Registrar direct the matter to a hearing, depress the 'Notes' button. In the 'Notes' make an entry that the matter is "to be listed under direction of the Registrar as no appropriate action has occurred".



User Entered Notes

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Pre-List**

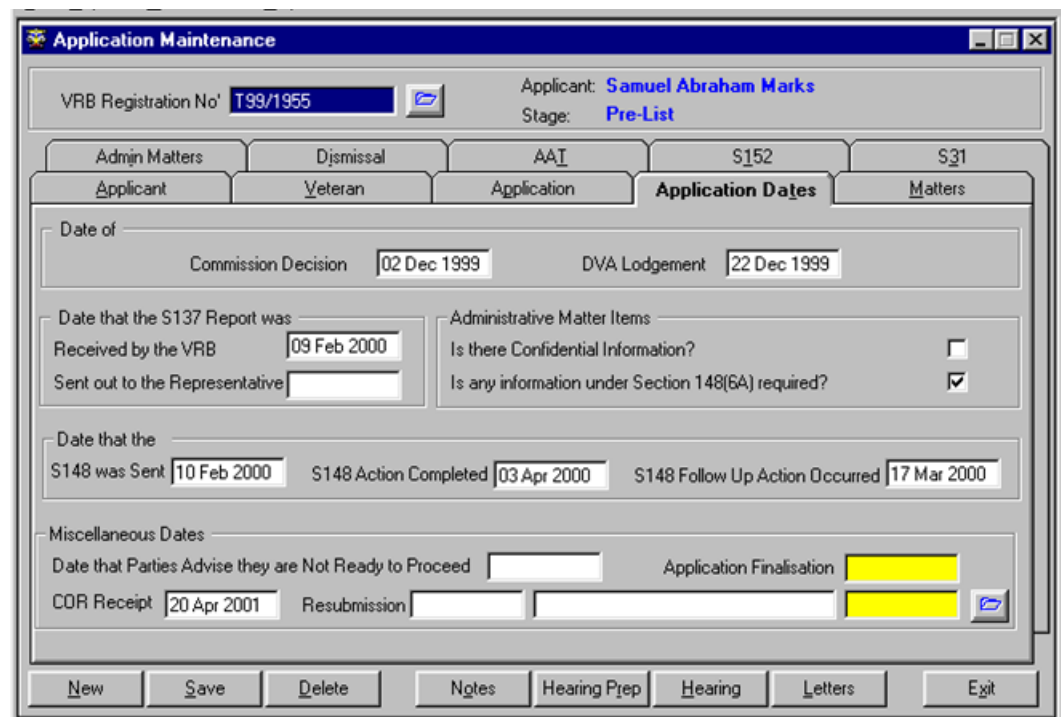
To be listed under the direction of the Registrar as no appropriate action has occurred.

Other Applications

Click on those applications which need to have these notes applied.

New **Save** **Exit**

'Save' the note and select the 'Application Dates' tab and at the field 'COR Receipt' put the date that the Registrar signed the direction to list.



Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Pre-List**

Admin Matters Dismissal AAI S152 S31

Applicant Veteran Application **Application Dates** Matters

Date of

Commission Decision **02 Dec 1999** DVA Lodgement **22 Dec 1999**

Date that the S137 Report was

Received by the VRB **09 Feb 2000** Administrative Matter Items

Sent out to the Representative

Is there Confidential Information? ☐

Is any information under Section 148(6A) required? ☒

Date that the

S148 was Sent **10 Feb 2000** S148 Action Completed **03 Apr 2000** S148 Follow Up Action Occurred **17 Mar 2000**

Miscellaneous Dates

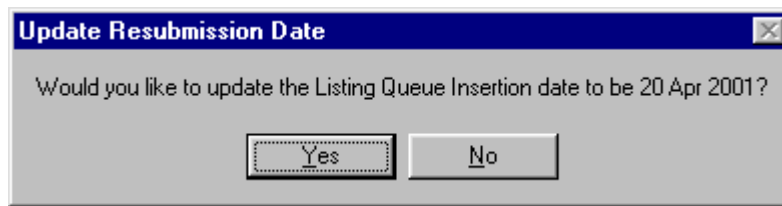
Date that Parties Advise they are Not Ready to Proceed

Application Finalisation

COR Receipt **20 Apr 2001** Resubmission

New **Save** **Delete** **Notes** **Hearing Prep** **Hearing** **Letters** **Exit**

'Save' the record and the system asks 'would you like to update Listing Queue Insertion Date'. Select Yes



The system then displays the message box "Do you want to record Hearing Preparation Information?" select Yes and enter the 'Location' of the hearing. Select the 'Letters' button and Generate letter L61 'Further Action – No Response to s148 letter – Advice to list application for hearing'. Generate letter L81 'Listing Instructions'.

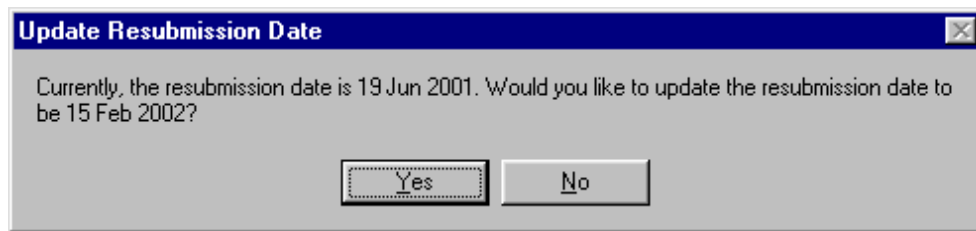
6.2 Dismissal of applications

6.2.9 Notices under subsection 155AA(4)

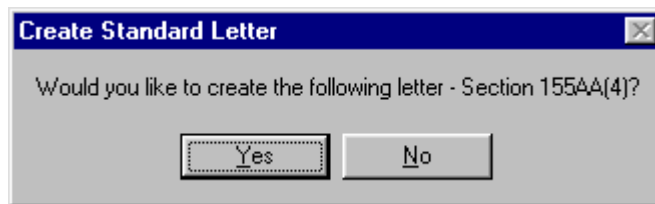
If after 2 years from the date of lodgment of the application for review the Registrar considers that the application should be ready for a hearing, in the 'Application Maintenance' window, select the 'Dismissal' tab and depress the 'Add' button.

The user is taken to the 'Dismissal Maintenance' window and in the field 'Date 155AA Notice Sent', enter the date.

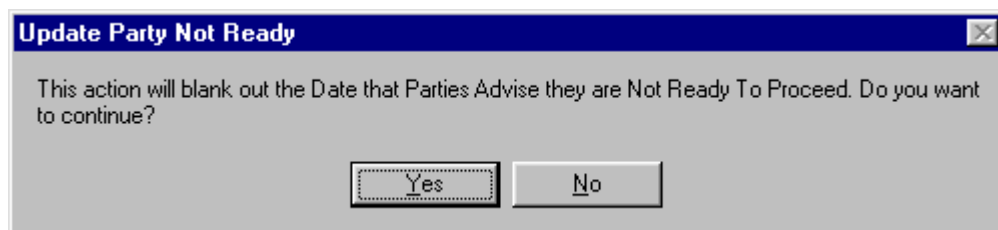
'Save' the file and the system modifies the resubmission date to the date + 30 days, and the system -



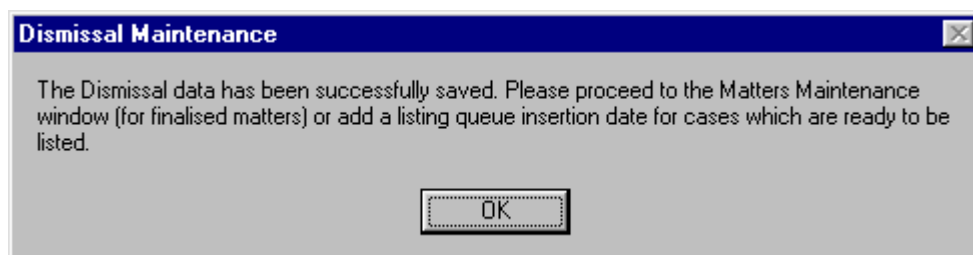
Generates the standard letter L62 'Section 155AA(4) letter'. Include the form RV6:8 with that letter;



Blanks out the 'Parties advise that they are Not Ready to proceed' date, to allow the stage of the application to change;



And then provides a message which is only appropriate for finalised matters.



6.2.14 – 6.2.16 Dismissal under subsection 155AA(5)

If no response is received after 28 days, the Registrar produces the Reasons for Dismissal and generates letter L63 'Section 155AA letter sent as result of 155AA(4) letter sent – s155AA(5) answer not received –dismissal letter to app'. Enter the appropriate date in the field 'Dismissal Date'.

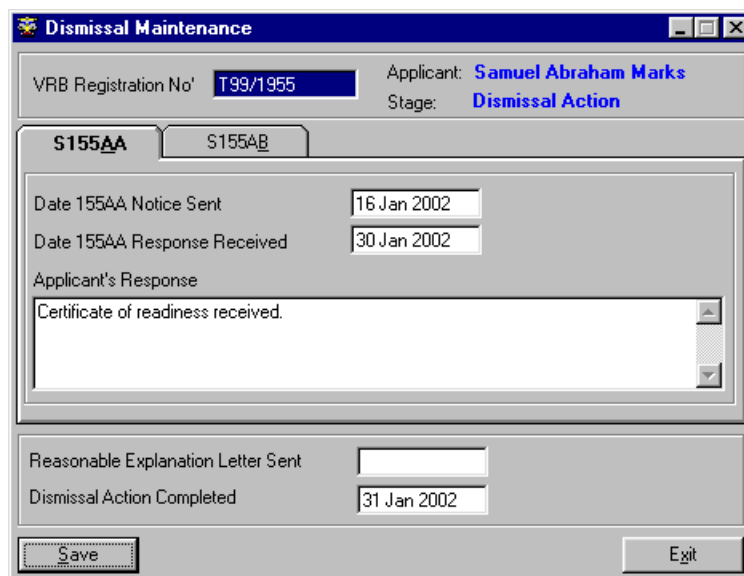
'Save' the record and the user is prompted to proceed to the 'Matters Maintenance' window.

Select the matter(s) to be dismissed and at the 'Matter Results' field combo box select 'Dismissed Section 155AA(5)' then tick the 'Matter Finalised' field.

'Save' the record and select the 'Next' button to go to the next matter to be dismissed. Proceed as above until all matters to be dismissed have been finalised.

6.2.17 Statement under paragraph 155AA(4)(c) indicating ready to proceed

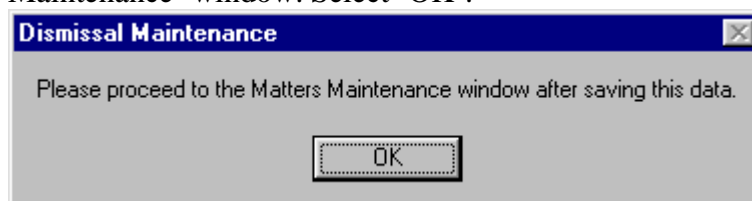
When the advise is received within the 28-day time limit, advising that the matter is ready to proceed to hearing, at the 'Dismissal Maintenance' window, in the 'S155AA' tab, enter the date in the field 'Date 155AA Response Received' and make a notation in the field 'Applicant's Response'. Place the date in the field 'Dismissal Action Completed' and save the record.



The screenshot shows the 'Dismissal Maintenance' window with the 'S155AA' tab selected. The window contains the following fields and controls:

- VRB Registration No: T99/1955
- Applicant: Samuel Abraham Marks
- Stage: Dismissal Action
- Tab: S155AA (selected), S155AB
- Date 155AA Notice Sent: 16 Jan 2002
- Date 155AA Response Received: 30 Jan 2002
- Applicant's Response: Certificate of readiness received.
- Reasonable Explanation Letter Sent: (empty field)
- Dismissal Action Completed: 31 Jan 2002
- Buttons: Save, Exit

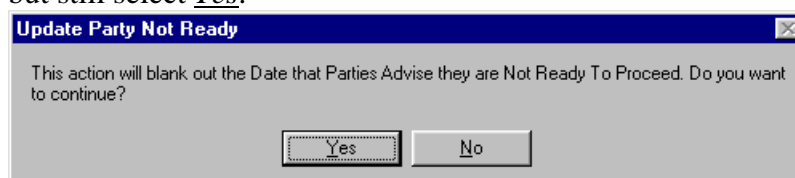
'Save' the record and the user is prompted to proceed to the 'Matters Maintenance' window. Select 'OK'.



The screenshot shows the 'Dismissal Maintenance' window with the following text and controls:

- Text: Please proceed to the Matters Maintenance window after saving this data.
- Button: OK

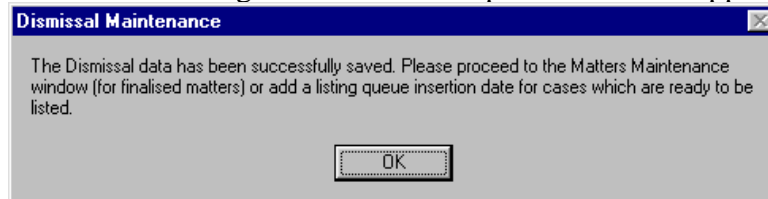
The user is then prompted to blank out the "PNR" date. This should be blank but still select Yes.



The screenshot shows the 'Update Party Not Ready' dialog box with the following text and controls:

- Text: This action will blank out the Date that Parties Advise they are Not Ready To Proceed. Do you want to continue?
- Buttons: Yes, No

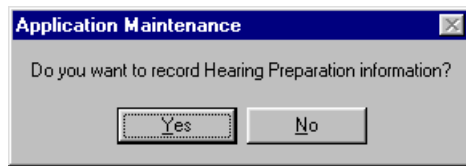
At the next message select 'OK' and proceed to the 'Application Dates' tab.



At the field 'COR Receipt' put the date.

Go to the 'Application' tab and put the date into the field 'Listing Queue Insertion Date'. Check that attendance details are still correct and 'Save' the record.

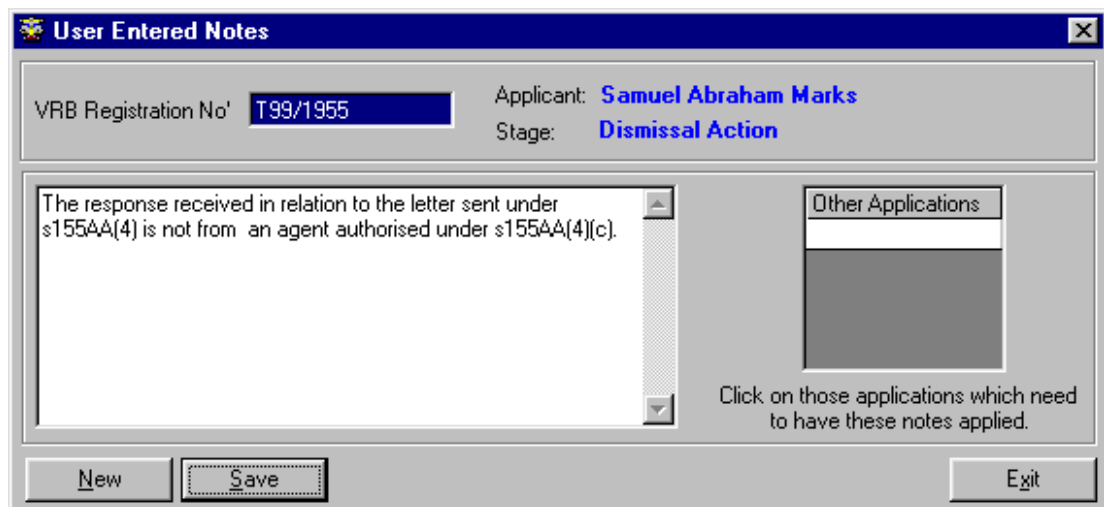
The system then displays the message box “Do you want to record Hearing Preparation information?”. Select Yes and enter the ‘Location’ of the hearing, then any special hearing requirements.



Select the ‘Letters’ button and generate letter L63 ‘Section 155AA letter as a result of 155AA(4) letter sent – s155AA answer received-hearing requested’. Generate letter L81 ‘Listing Instructions’.

6.2.18 Response does not satisfy 155AA(4)(c) – not from an authorised agent

At the ‘Application Maintenance’ window, depress the ‘Notes’ button and make a suitable note. ‘Save’ the record and depress the ‘Letter’ button, generating letter L66 ‘Letter to Representative’s Request – Unauthorised Request for Listing’. As this is not a response that is acceptable to the Board, no entry is made in the ‘Dismissal’ tab.



6.2.19 Reasonable explanation under subsection 155AA(6)

At the ‘Dismissal Maintenance’ window, ‘S155AA’ tab, at the field ‘Date 155AA response Received’ enter the date. The system creates a system note. In the field ‘Applicants Response’ make a suitable entry. In the field ‘Reasonable Explanation Letter Sent’ enter the date that letter L63 ‘Section 155AA letter as a result of 155AA(4) letter sent – s155AA(6) answer received is reasonable letter to app’ is sent.

Dismissal Maintenance

VRB Registration No' T99/1955 Applicant: Samuel Abraham Marks
 Stage: Dismissal Action

S155AA S155AB

Date 155AA Notice Sent 16 Jan 2002
 Date 155AA Response Received 30 Jan 2002

Applicant's Response
 Applicant is too ill to prepare his case.

Reasonable Explanation Letter Sent 31 Jan 2002
 Dismissal Action Completed

Save Exit

The system asks about updating the “PNR” date, select Yes.

Update Party Not Ready

This action will update the Date that Parties Advise they are Not Ready To Proceed date to today's date. Do you want to continue?

Yes No

Place the date in the 'Dismissal action Completed' field and save the record.

Dismissal Maintenance

VRB Registration No' T99/1955 Applicant: Samuel Abraham Marks
 Stage: Dismissal Action

S155AA S155AB

Date 155AA Notice Sent 16 Jan 2002
 Date 155AA Response Received 30 Jan 2002

Applicant's Response
 Applicant is too ill to prepare his case.

Reasonable Explanation Letter Sent 31 Jan 2002
 Dismissal Action Completed 31 Jan 2002

Save Exit

'Exit' and the system populates the field 'Date that Parties Advise that they are Not Ready To Proceed' with that date. Depress the 'Letter' button, generating letter L63 'Section 155AA letter as a result of 155AA(4) letter sent – s155AA(6) answer received is reasonable letter to app'.

6.2.22 Dismissal under subsection 155AA(7)

If the Registrar considers that the response to the 155AA(4) letter was not reasonable, after the Registrar has produced the Reasons for Dismissal, at the 'Dismissal Maintenance' window, 'S155AA' tab, at the field 'Date 155AA response Received' enter the date. The system creates a system note. In the field 'Applicants Response' make a suitable entry. Enter the date dismissed in the field 'Dismissal Date'. 'Save' the record and 'Exit' the window.

The user is asked to blank out the "PNR" date. Select Yes.

The user proceeds to the 'Matters Maintenance' window. Select the matter(s) to be dismissed and at the 'Matter Results' field combo box select 'Dismissed Section 155AA(7)' then tick the 'Matter Finalised' field. 'Save' the record and select the 'Next' button to go to the next matter to be dismissed.

Proceed as above until all matters to be dismissed have been finalised. 'Save' the record and depress the 'Letter' button, generating letter L63 'Section 155AA letter as a result of 155AA(4) letter sent – s155AA(7) answer received not reasonable – dismissal letter to app.

6.2.24 Notices under subsection 155AB(4)

If after 3 months from the date of notification that the Registrar had considered that the applicant's response to the 155AA(4) letter (or previous 155AB(4) letter) was reasonable, in the 'Application Maintenance' window, select the 'Dismissal' tab and depress the 'Add' button. The user is taken to the 'Dismissal Maintenance' window. Select the S155AB tab and go to the field 'Date 155AB Notice Sent'. Enter the date, 'Save' the file and the system modifies the resubmission date to the date + 30 days, blanks out the "PNR" date and creates a system note. Generate a standard letter L64 'Section 155AB(4) letter'. Include the form RV6:8 with that letter. (Please note this process is similar to 6.2.9.)

6.2.26 Dismissal under subsection 155AB(5)

If no response is received after 28 days, after the Registrar produces the 'Reasons for Dismissal' and generates letter L65 'Section 155AB letter sent as result of 155AB(4) letter sent – s155AB(5) answer not received –dismissal letter to app'. Enter the date dismissed in the field 'Dismissal Date'. 'Save' the record and the user is prompted to proceed to the 'Matters Maintenance' window.

Select the matter to be dismissed and, at the 'Matter Results' field combo box, select 'Dismissed Section 155AB(5)' then tick the 'Matter Finalised' field. 'Save' the record and select the 'Next' button to go to the next matter to be dismissed. Proceed as above until all matters to be dismissed have been finalised. (Please note this process is similar to 6.2.14.)

Statement under paragraph 155AB(4)(a) indicating ready to proceed

When the advise is received within the 28-day time limit, advising that the matter is ready to proceed to hearing, at the 'Dismissal Maintenance' window, in the 'S155AB' tab, enter the date in the field 'Date 155AB Response Received' and make a notation in the field 'Applicant's Response'. Place the date in the field 'Dismissal Action Completed' and 'Save' the record.

The user is prompted to proceed to the 'Matters Maintenance' window. Select 'OK'.

The user is then prompted to blank out the "PNR" date. This should be blank, but, still select 'Yes'.

At the next message select 'OK' and proceed to the 'Application Dates' tab. At the field 'COR Receipt' put the date. Go to the 'Application' tab and put the date into the field 'Listing Queue Insertion Date'. Check that the attendance details are still correct and 'Save' the record. The system displays the message "Do you want to record Hearing Preparation information?". Select Yes and enter the location of the hearing, then any special hearing

requirements. Select the 'Letters' button and generate letter L65 'Section 155AB letter sent as result of 155AB(4) letter sent – s155AB answer received –hearing requested'. Generate letter L81 'Listing Instructions'. (Please note this process is similar to 6.2.17.)

Response does not satisfy 155AB(4)(c) – not from an authorised agent

At the 'Application Maintenance' window, depress the 'Notes' button and make a suitable note. 'Save' the record and depress the 'Letter' button, generating letter L66 'Letter to Representative's Request – Unauthorised Request for Listing'. As this is not a response that is acceptable to the Board, no entry is made in the 'Dismissal' tab.

Reasonable explanation under subsection 155AB(6)

At the 'Dismissal Maintenance' window, 'S155AB' tab, at the field 'Date 155AB response Received' enter the date. The system creates a system note. In the field 'Applicants Response', make a suitable entry. In the field 'Reasonable Explanation Letter Sent', enter the date that letter L65 'Section 155AB letter sent as result of 155AB(4) letter sent – s155AB(6) answer received is reasonable letter to app' is sent. The system asks about the "PNR" date, select Yes.

Place the date in the 'Dismissal action Completed' field and save the record. 'Exit' and the system populates the field 'Date that Parties Advise that they are Not Ready To Proceed' with that date. Depress the 'Letter' button, generating letter L65 mentioned above 'Section 155AA(6) Letter'. (Please note this process is similar to 6.2.19.)

Dismissal under subsection 155AB(7)

If the Registrar considers that the response to the 155AB(4) letter was not reasonable, after the Registrar has produced the Reasons for Dismissal, at the 'Dismissal Maintenance' window, 'S155AB' tab, at the field 'Date 155AB response Received' enter the date. The system creates a system note. In the field 'Applicants Response' make a suitable entry. Enter the date dismissed in the field 'Dismissal Date'. 'Save' the record and 'Exit' the window.

The user is asked to blank out the "PNR" date, select Yes.

The user proceeds to the 'Matters Maintenance' window. Select the matter(s) to be dismissed and, at the 'Matter Results' field combo box, select 'Dismissed Section 155AB(7)' then tick the 'Matter Finalised' field. 'Save' the record and select the 'Next' button to go to the next matter to be dismissed. Proceed as above until all matters to be dismissed have been finalised. 'Save' the record and depress the 'Letter' button, generating letter L65 'Section 155AB letter sent as result of 155AB(4) letter sent – s155AB(7) answer received not reasonable - dismissal letter to app'. (Please note this process is similar to 6.2.22.)

Review by Administrative Appeals tribunal

Select the 'Application Maintenance' window, 'AAT' tab and enter the appropriate dates in the fields: 'AAT Application No.' and 'Date 29(11) Notice Received'. As there was no 'VRB Hearing Date' make no entry in this field. Tick the field boxes in 'VRB Responsible for Report' and 'Is this an appeal against a dismissal?'. 'Save' the record and the system creates a system note about the receipt of the application to the AAT. When the section 37 document is prepared for the AAT and sent to the parties, at the field 'Date S37 Report Sent to AAT', enter the date the document was sent. The VRB File is forwarded to the Executive Officer and a system 'Note' made about that file movement.

The Administrative Assistant in the Principal Registry is responsible for completing any further entries on the 'AAT' tab.

The screenshot shows the 'AAT Maintenance' window with the following data:

VRB Registration No'		Applicant: Samuel Abraham Marks	
T99/1955		Stage: Application Finalised	
AAT Application No'	T2002/199	VRB Hearing Date	
Date 29(11) Notice Received	20 Jun 2002	Conference Dates	
VRB Responsible for Report	<input checked="" type="checkbox"/>	Is this an appeal against a dismissal?	<input checked="" type="checkbox"/>
Date S37 Report Sent to AAT	30 Jun 2002	Is there an appeal to the Federal Court?	<input type="checkbox"/>
Date of Statement of Issues			
Date of Statement of Facts & Contentions			
Date of AAT Hearing			
Result Date			
AAT Results		Comments	

Buttons at the bottom: New, Save, Delete, Exit.

6.2.30 Action following AAT decision to set aside dismissal

S155AA(5), S155AB(5)

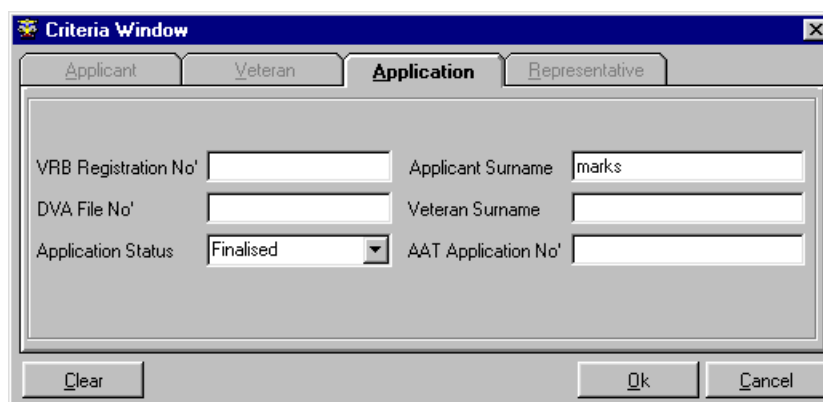
If the AAT decides that the applicant did not receive the notice under sections 155AA(4) or 155AB(4) or for some reason the 28-day time period had not expired, the matters must be reinstated and restored within SAM. If the matter is over 2 years old procedures set down in the Operations Manual at 6.2.28 and 6.2.29 are to be followed.

Restoration

Only users who have security status of 'Administrator' can perform Restoration of an application.

If you know the file number, enter this in the field the 'VRB Registration No'. This should bring up the finalised application.

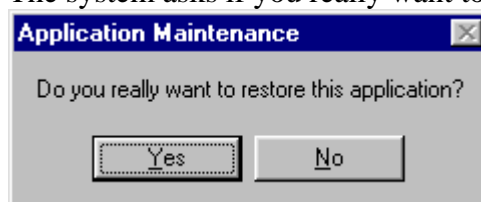
If you do not know the number, at the 'Application List' window depress the 'Criteria' button. This brings up the 'Criteria Window'. In the field 'Application Status', select 'Finalised' from the combo box. Place the applicant's surname in that field and depress 'OK'.



The 'Criteria Window' dialog box has a title bar with a close button. It contains four tabs: 'Applicant', 'Veteran', 'Application' (selected), and 'Representative'. The 'Application' tab is active, showing several input fields: 'VRB Registration No' (empty), 'DVA File No' (empty), 'Application Status' (a dropdown menu with 'Finalised' selected), 'Applicant Surname' (containing 'marks'), 'Veteran Surname' (empty), and 'AAT Application No' (empty). At the bottom are three buttons: 'Clear', 'Ok', and 'Cancel'.

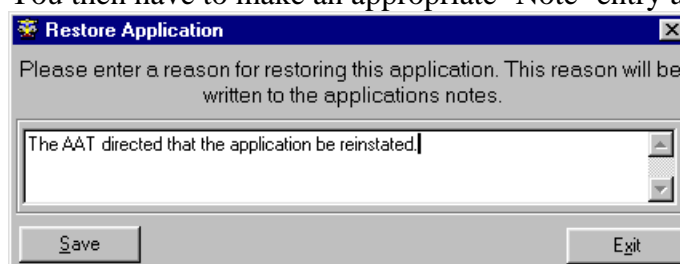
Detail of the applications populates the 'Application List'. Select the application and depress the 'OK' button.

In the 'Application Maintenance' window, 'Application' tab, at the field 'Application Origin' 'Type' in the combo box, select 'Restored application'. The system asks if you really want to restore the application, select Yes.



The 'Application Maintenance' dialog box has a title bar with a close button. It contains the text 'Do you really want to restore this application?' and two buttons: 'Yes' and 'No'.

You then have to make an appropriate 'Note' entry about the restoration.



The 'Restore Application' dialog box has a title bar with a close button. It contains the text 'Please enter a reason for restoring this application. This reason will be written to the applications notes.' and a text area with the text 'The AAT directed that the application be reinstated.' At the bottom are two buttons: 'Save' and 'Exit'.

The application is then restored, but has no stage and so cannot be saved at this point.

Place the date in the field 'Parties advise that they are Not Ready to proceed'. Go to the 'Matters' tab and delete the 'Matter Result' for each matter that was dismissed. The applicant should then be approached about a hearing date.

Withdrawal

Any request for withdrawal following either the S155AA(4) or S155AB(4) letters should be treated as per procedures outlined in Chapter 11 of the Procedural Manual and outlined in 11 of this manual.

S155AA(7), S155AB(7)

If the AAT decides that the statement provided by the applicant is reasonable, the matters must be reinstated and restored within SAM (see note above). Procedures set down in the Operations Manual at 6.2.30 are to be followed.

See the example screens for S155AA(5), S155AB(5) above.

6.3 Deceased Applicants

Should the veteran be deceased prior to the application being received by the Department, follow the procedure laid down in 1.2.6 under '*Veteran tab*' of the Operations Manual.

If the veteran was deceased prior to the application being raised, add the date of death on the '*Veteran*' tab in the '*Date of Death*' field. This action should only be used for new registrations.

Check that the applicant has the power to apply for a review under the Act.

6.3.3 Receipt of death notification


The deceased is the VETERAN

On receipt of advice of the death of an applicant the user opens the 'Admin Matters' tab in the 'Application Maintenance' window. To begin a new 'Admin Matter' double click on a blank line or select the 'Add' button.
[amended November 2002]

VRB - System for Application Management

File Reports Maintenance Hearing Miscellaneous Help

Application Maintenance

VRB Registration No' A00/0456  Applicant: Steven A Millar
Stage: Party Not Ready

Applicant	Veteran	Application	Application Dates	Matters
Admin Matters	Dismissal	AAI	S152	S31

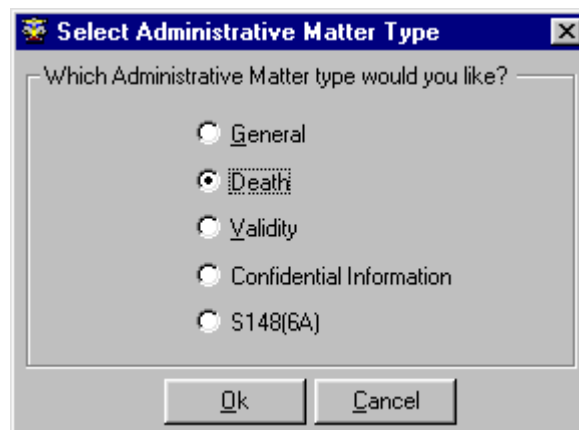
Administrative Matter Type	Date Commenced	Date Completed	Comments

Add Modify

New Save Delete Notes Hearing Prep Hearing Letters Exit

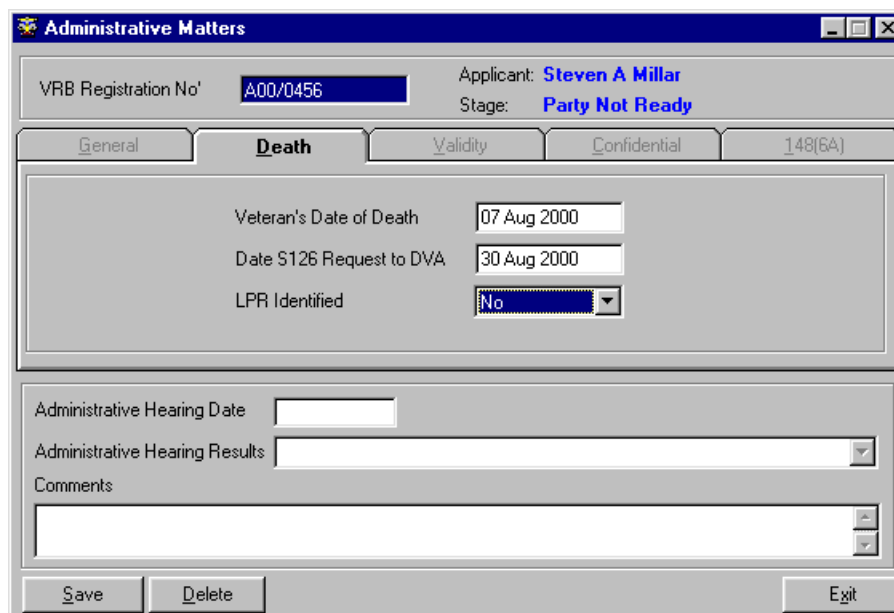
thunti Administrator TAS aasam anatac1 (Acceptance)

A selection box appears, select 'Death' and depress the 'OK' button.

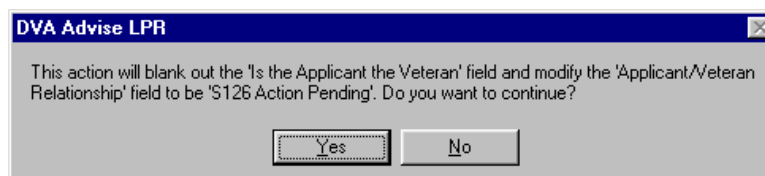


A dialog box titled "Select Administrative Matter Type" with a close button (X) in the top right corner. The text inside asks, "Which Administrative Matter type would you like?". There are five radio button options: "General", "Death" (which is selected), "Validity", "Confidential Information", and "S148(6A)". At the bottom are "Ok" and "Cancel" buttons.

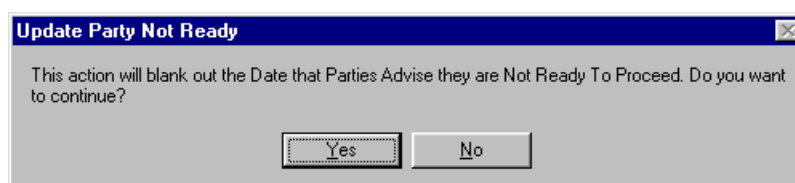
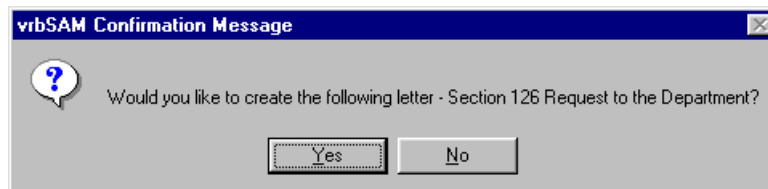
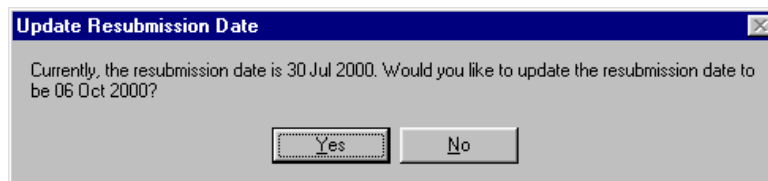
The user is taken to the 'Death' tab and at the field 'Date of Death' enter the appropriate date. In the field 'Date S126 Request to DVA', enter the date. The system populates the 'Date of Death' field on the 'Veteran' tab, changes the 'Applicant's Relationship' to 'S126 Action Pending', sets a resubmit day to today +35 days [select 'Yes'], asks if the user wishes to generate a standard letter L67 'Letter to Department requesting S126 action'[select 'Yes' and print the letter], removes any PNR date, and writes a system note.



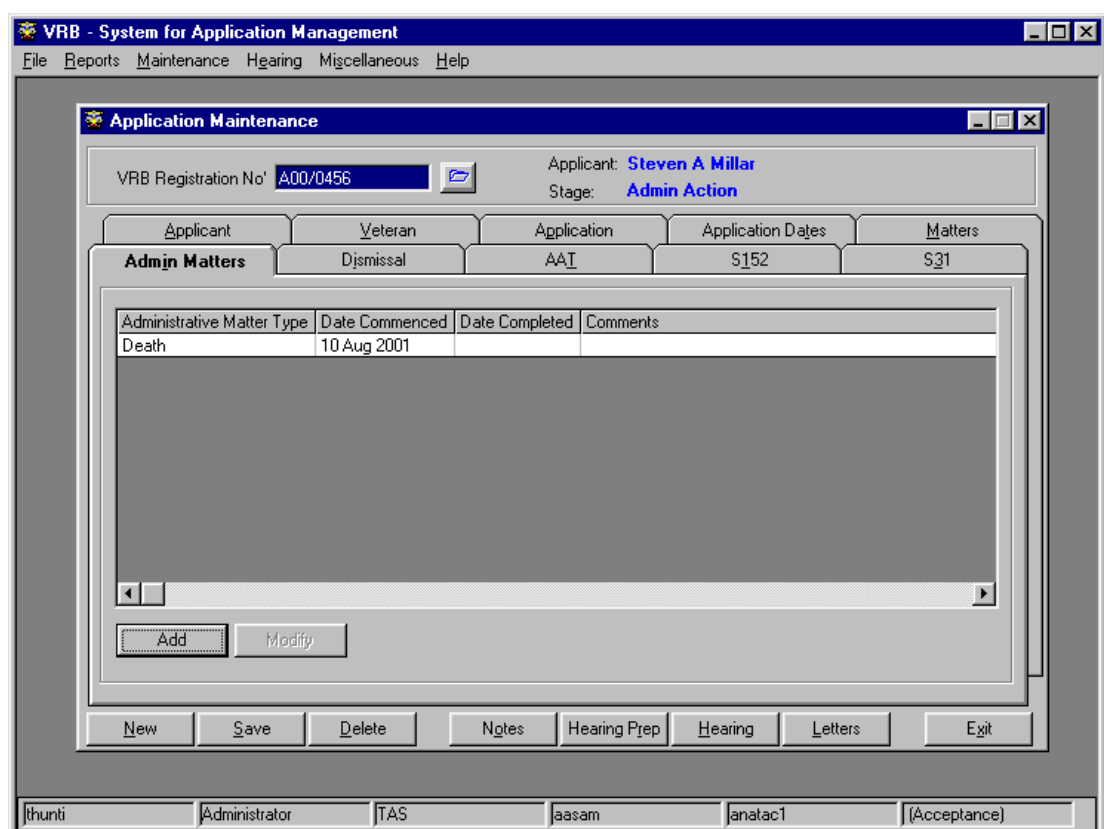
A screenshot of the "Administrative Matters" form. At the top, it shows "VRB Registration No" as "A00/0456" and "Applicant" as "Steven A Millar". The "Stage" is "Party Not Ready". Below this are five tabs: "General", "Death" (selected), "Validity", "Confidential", and "148(6A)". The "Death" tab contains three fields: "Veteran's Date of Death" (07 Aug 2000), "Date S126 Request to DVA" (30 Aug 2000), and "LPR Identified" (No). Below these are fields for "Administrative Hearing Date", "Administrative Hearing Results", and a "Comments" text area. At the bottom are "Save", "Delete", and "Exit" buttons.



A dialog box titled "DVA Advise LPR" with a close button (X) in the top right corner. The text inside says: "This action will blank out the 'Is the Applicant the Veteran' field and modify the 'Applicant/Veteran Relationship' field to be 'S126 Action Pending'. Do you want to continue?". At the bottom are "Yes" and "No" buttons.

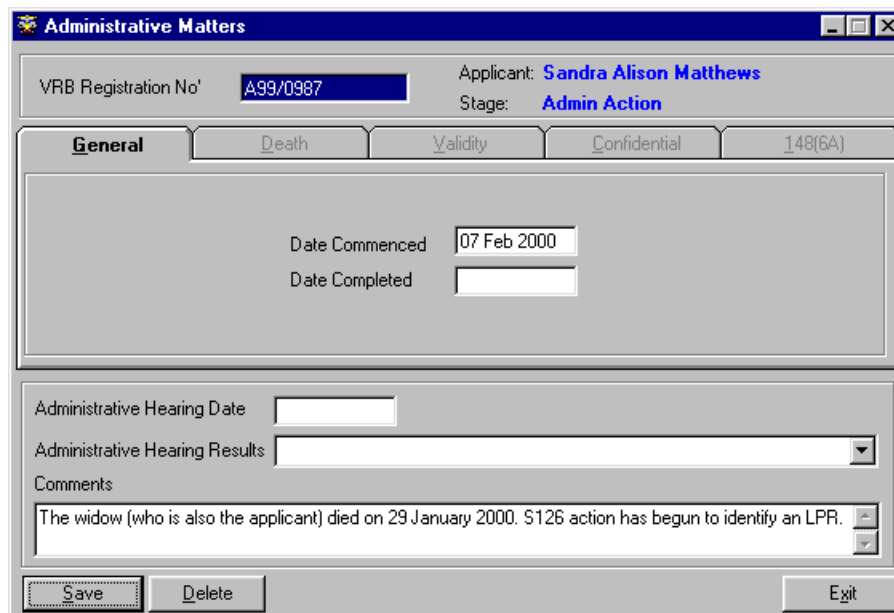


Exit the 'Death screen' and the following screen appears



Where the deceased applicant is NOT the veteran

Go to the Admin Action tab and add a 'New' 'General' matter. Enter the date in the field 'Date Commenced', make a note in the 'Comments/Results' field regarding the need for s126 action for the applicant who is not the veteran.



Administrative Matters

VRB Registration No' **A99/0987** Applicant: **Sandra Alison Matthews**
 Stage: **Admin Action**

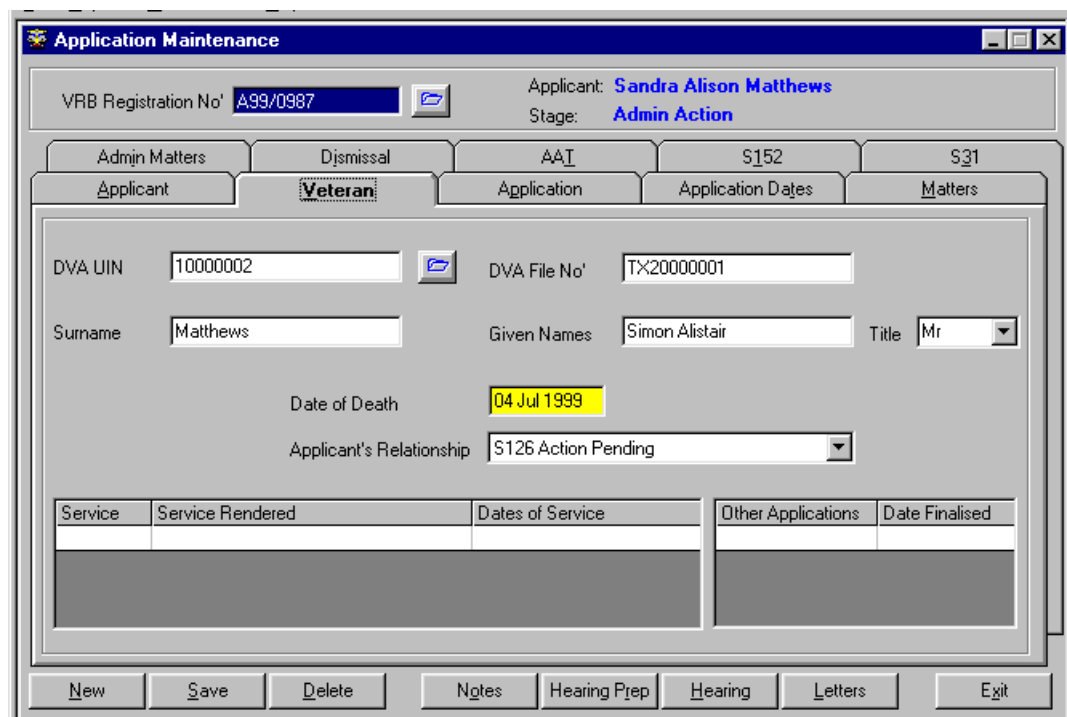
General | Death | Validity | Confidential | 148(6A)

Date Commenced **07 Feb 2000**
 Date Completed

Administrative Hearing Date
 Administrative Hearing Results
 Comments
 The widow (who is also the applicant) died on 29 January 2000. S126 action has begun to identify an LPR.

Save Delete Exit

Save the Admin Matter and go to the 'Veteran' tab. Change the relationship to 'S126 Action Pending'.



Application Maintenance

VRB Registration No' **A99/0987** Applicant: **Sandra Alison Matthews**
 Stage: **Admin Action**

Admin Matters | Dismissal | AAT | S152 | S31
 Applicant | **Veteran** | Application | Application Dates | Matters

DVA UIN **10000002** DVA File No' **TX20000001**
 Surname **Matthews** Given Names **Simon Alistair** Title **Mr**
 Date of Death **04 Jul 1999**
 Applicant's Relationship **S126 Action Pending**

Service	Service Rendered	Dates of Service	Other Applications	Date Finalised

New Save Delete Notes Hearing Prep Hearing Letters Exit

Go to the 'Applicant' tab and in the 'Comments' field say that the applicant is deceased and also note their date of death in this field. This will ensure that the veteran's date of death is retained on the 'Veteran' record.

Application Maintenance

VRB Registration No' **A99/0987** Applicant: **Sandra Alison Matthews**
 Stage: **Admin Action**

Admin Matters Dismissal AAT S152 S31

Applicant Veteran Application Application Dates Matters

Surname **Matthews** Given Names **Sandra Alison** Title **Mrs**

Is the Applicant the Veteran? ☐

Address **99 Terrier Place** Telephone **03 6429 9876** (Home)
Dog Flat (Work)
 (Mobile)
 (Fax)

State **TAS** Postcode **7199**

Email Address

Comments **The widow (who is also the applicant) died on 29 January 2000.**

Other Applications Date Finalised

New Save Delete Notes Hearing Prep Hearing Letters Exit

6.3.5 Receipt of Commission advice

The deceased is the VETERAN

- 6.3.5 LPR identified or Repatriation Commission appoint a person in place of the LPR (this applies only where the deceased veteran is also the applicant) [amended November 2002]

On receipt of the advice from the Department, identifying a person who can continue the application, at the 'Death' tab, in the field 'LPR Identified' from the combo box select Yes.

Administrative Matters

VRB Registration No' **A00/0456** Applicant: **Steven A Millar**
 Stage: **Admin Action**

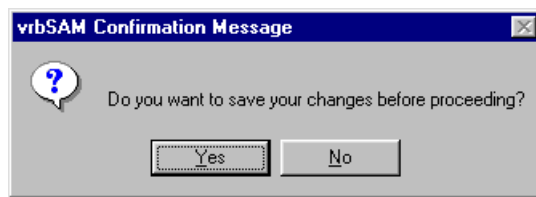
General **Death** Validity Confidential 148(6A)

Veteran's Date of Death **07 Aug 2000**
 Date S126 Request to DVA **30 Aug 2000**
 LPR Identified **Yes**

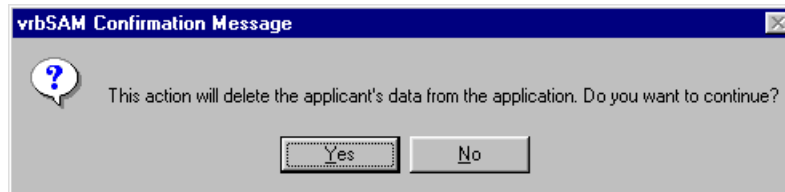
Administrative Hearing Date
 Administrative Hearing Results
 Comments

Save Delete Exit

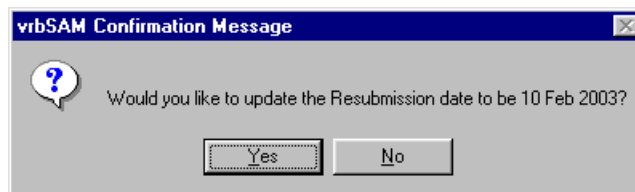
Exit the Admin matter and the following message appears.



Select "Yes"



Select "Yes"

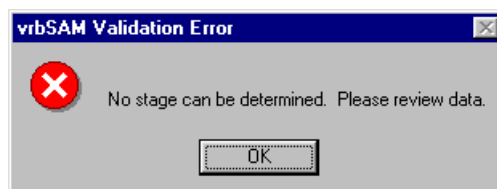


Select "No"

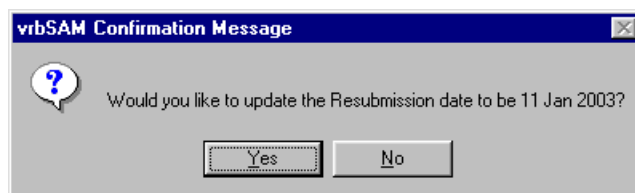


Select "OK"

The System will tell you that no stage can be determined.



Click OK and go to the Application Dates tab. Put the date in the field 'Date that Parties Advise that they are not ready to proceed'. The system asks for a resubmission date confirmation. Select "Yes"



Go to the 'Applicant tab' and enter the details of the LPR. When the system asks is the LPR is the same as the veteran, select "No".

Go to the 'Veteran tab' and enter either "Legal Personal Representative" or "Person Approved" as the case may be.

The screenshot shows the "VRB - System for Application Management" window, specifically the "Application Maintenance" tab. The window has a menu bar with "File", "Reports", "Maintenance", "Hearing", "Miscellaneous", and "Help". The main area contains a form for "Application Maintenance" with the following fields and options:

- VRB Registration No: A00/0456
- Applicant: John Millar
- Stage: (empty)
- Tabs: Admin Matters, Dismissal, AAT, S152, S31
- Sub-tabs: Applicant, **Veteran**, Application, Application Dates, Matters
- DVA UIN: 10000003
- DVA File No: TX30000001
- Surname: Millar
- Given Names: Steven A
- Title: Mr
- Date of Death: 07 Aug 2001
- Applicant's Relationship: Legal Personal Representative (selected from a dropdown menu)
- Service: (empty)
- Service Rendered: (empty)
- Person Approved: (empty)
- S126 Action Pending: (empty)
- Self: (empty)
- Widow: (empty)
- Widower: (empty)
- Date Finalised: (empty)
- Buttons: New, Save, Delete, Notes, Hearing Prep, Hearing, Letters, Exit
- Footer: thunti, Administrator, TAS, jaasam, anatac1, (Acceptance)

Select the 'Letters' button and the letter 'L761 LPR after S126 Action'. Print the letter and select the 'Letters' button again, this time selecting 'L313 Applicant's Advice form'. Send both forms with a reply paid envelope to the LPR.

A dialog box titled "Letter Menu List" showing a table of letter templates. The table has three columns: Letter Name, Template Name, and Description. The row for "L671" is highlighted.

Letter Name	Template Name	Description
L61	L61.dot	Further Action - No Response to s148 Letter
L01	L01.dot	General Letter
L71	L71.dot	Hearing Attendance
L21	L21.dot	Invalid Application
L67	L67.dot	Letter to Department Requesting section 126 Action
L66	L66.dot	Letter to Representative - Unauthorised Request for Listing
L612	L612.dot	Lifestyle Questionnaire Letter
L81	L81.dot	Listing Instructions
L671	L671.dot	LPR after Section 126 action
L45	L45.dot	Offering Release of Confidential/Prejudicial Material to Rep
L23	L23.dot	Rejected Application
L314	L314.dot	Representative nominated by Applicant
L313	L313.dot	Representative nominated by Applicant

Buttons: Ok, Cancel

Where the deceased applicant is NOT the veteran

When a will is received or a person is approved to continue the application, go to the Admin tab and select the 'General' matter. Add the date to the 'Date Completed' field, make an entry about the person continuing the application and save the tab.

Administrative Matters

VRB Registration No' **A00/0456** Applicant: **Seth Augustus Millar**
 Stage: **Await S148 Reply**

General **Death** Validity Confidential 148(6A)

Veteran's Date of Death 07 Aug 2000
 Date S126 Request to DVA 30 Aug 2000
 LPR Identified Yes

Administrative Hearing Date
 Administrative Hearing Results
 Comments
 The brother of the deceased is the LPR.

Save Delete Exit

Go to the Applicant tab, enter the new applicant details, then proceed to the 'Application Dates' tab. At the field 'S148 was Sent', enter the date. Remove any PNR or COR date and save the record. The system modifies the resubmission date to the current date + 35 days and makes a system note. Generate letter L311 'Section 148 – Australian Application' and amend that letter to reflect the new applicant.

6.3.7 No LPR identified, or LPR does not respond or wish to continue

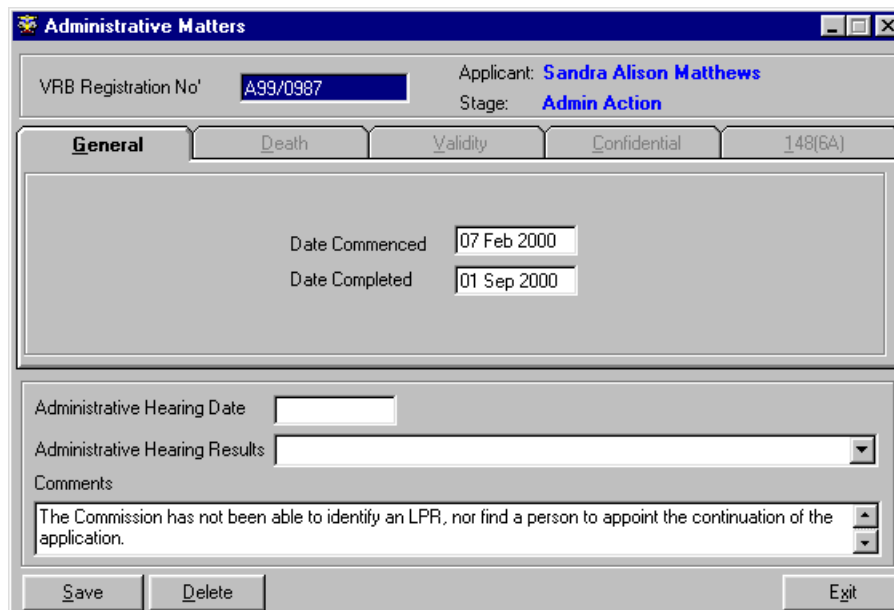
The deceased is the VETERAN

If the Repatriation Commission is not able to appoint any person under section 126, or to find an LPR, at the 'Death' tab, in the field 'DVA advise LPR' from the combo box select 'No', make a note about the inability to appoint a person to continue the application, and 'Save' the record.

Select the 'Matters' tab and for each matter associated with the application in the field 'Matter Results' select from the combo box 'Lapsed Other' and tick the field 'Matter Finalised' before saving the record. **Notify the Department and the Repatriation Commission.**

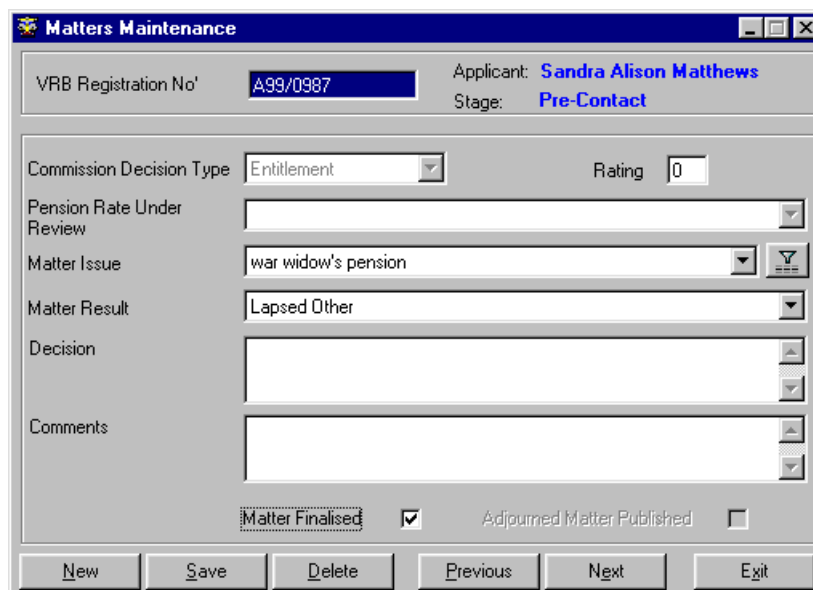
Where the deceased applicant is NOT the veteran

If the Repatriation Commission is not able to appoint any person under section 126, or to find an LPR, at the 'Admin Matters', 'General' tab, place the date in the field 'Date Completed', make a note about the inability to appoint a person to continue the application, and 'Save' the record.



The 'Administrative Matters' window displays information for a specific application. At the top, it shows the VRB Registration No' as 'A99/0987' and the Applicant as 'Sandra Alison Matthews'. The Stage is 'Admin Action'. Below this, there are tabs for 'General', 'Death', 'Validity', 'Confidential', and '148(6A)'. The 'General' tab is selected. In the main area, 'Date Commenced' is '07 Feb 2000' and 'Date Completed' is '01 Sep 2000'. Below this, there is a section for 'Administrative Hearing Date' (empty), 'Administrative Hearing Results' (a dropdown menu), and 'Comments' (a text area containing 'The Commission has not been able to identify an LPR, nor find a person to appoint the continuation of the application.'). At the bottom, there are buttons for 'Save', 'Delete', and 'Exit'.

Select the 'Matters' tab and for each matter associated with the application in the field 'Matter Results' select from the combo box 'Lapsed Other' and tick the field 'Matter Finalised' before saving the record. **Notify the Department and the Repatriation Commission.**



The 'Matters Maintenance' window displays information for a specific application. At the top, it shows the VRB Registration No' as 'A99/0987' and the Applicant as 'Sandra Alison Matthews'. The Stage is 'Pre-Contact'. Below this, there are fields for 'Commission Decision Type' (a dropdown menu with 'Entitlement' selected), 'Rating' (a text box with '0'), 'Pension Rate Under Review' (a text box), 'Matter Issue' (a dropdown menu with 'war widow's pension' selected), 'Matter Result' (a dropdown menu with 'Lapsed Other' selected), 'Decision' (a text box), and 'Comments' (a text box). At the bottom, there are checkboxes for 'Matter Finalised' (checked) and 'Adjourned Matter Published' (unchecked). At the very bottom, there are buttons for 'New', 'Save', 'Delete', 'Previous', 'Next', and 'Exit'.

7 Listing Applications for Hearing

Administrative Matters

Where an administrative matter (other than for the issue of validity, see below), requires a Board panel to determine a specific issue under the Act, **but not the substantive matter of the application** (eg. release of confidential or prejudicial information; supplementary S152 request; consent to withdraw), at the Administrative Matters' window, select the appropriate issue tab. Place the appropriate date entries in the field 'Administrative hearing Date'.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Admin Action**

General Death Validity **Confidential** 148(6A)

Request Release to Author Date 10 Feb 2000
 Author Response Release Part Only
 Action Completed Date

Administrative Hearing Date 03 Apr 2000
 Administrative Hearing Results
 Comments

Save Delete Exit

The details of the issues should be included in a file note and the VRB file given to the Senior Member of the next available panel. Wherever possible the panel should include any members who have previously sat on the application. Only one administrative matter should be given to a panel each day.

When the panel has made a decision on an administrative matter, enter the *Administrative Hearing Results* of the Board, include any relevant comments and place the date in the *Admin Action Completed* field. Save the record. The system creates a system note.

Administrative Matters

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Await S148 Reply**

General Death Validity **Confidential** 148(6A)

Request Release to Author Date 10 Feb 2000
 Author Response Release Part Only
 Action Completed Date 04 Apr 2000

Administrative Hearing Date 03 Apr 2000
 Administrative Hearing Results Release Confidential/Prejudicial Information
 Comments
 Release all but paragraph 3 from the one page letter of Dr Cutter.

Save Delete Exit

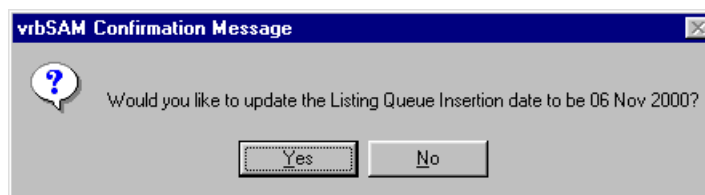
Validity

An administrative hearing involving the issue of validity is always a live hearing and so, after hearing the issue of the validity of the application, the Board can adjourn the hearing, decide on the validity issue, then reconvene. If the Board decides that the application is not valid, the hearing will end and reasons will be written. If the decision is that the application is valid, the Board will proceed with the hearing of the substantive matter. An application involving validity is listed in the same manner as the hearing of a substantive matter (see below).

7.3 Listing of applications

Pre-List

Before an application can be listed for hearing, on the 'Application' tab the 'Hearing Attendance' field must be completed and on the 'Application Dates' tab the 'COR Receipt' field must be completed. Saving a date to the 'COR Receipt' field generates the following *vrbsAM Confirmation Message*.

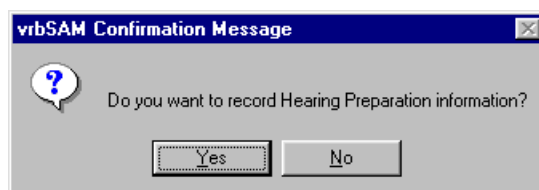


Select Yes, and the system creates a *Listing Queue Insertion Date* and the following *vrbsAM Confirmation Message* message appears.



Select Yes and the system generates the *Listing Instructions* document. Print the document and place one copy on the file, a second copy can be placed in a "Ready to List" folder if required.

Save the application and the following *vrbsAM Confirmation Message* message appears.



Select Yes and the system opens the *Hearing Preparation* window.

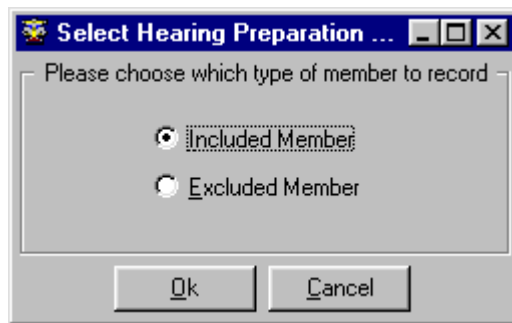
Enter any information about the attendees, their requirements, and the location of the hearing. It is essential that on the '*Reqs*' tab the *Location* of the hearing is selected from the combo box, all other fields are optional.

The screenshot shows the 'Hearing Preparation Maintenance' window with the 'Reqs' tab selected. The window has a title bar with a close button. Below the title bar, there are two fields: 'VRB Registration No' with the value 'T99/1955' and 'Applicant' with the value 'Samuel Abraham Marks'. Below these, there is a 'Stage' field with the value 'Pre-List'. The main area of the window is divided into three tabs: 'Reqs', 'Commission', and 'Members'. The 'Reqs' tab is active and contains the following fields: 'Applicant Unavailability Date Range' with the value 'Not before 1 October 2000', 'Specified Hearing Day' with checkboxes for 'Mon', 'Tue', 'Wed', 'Thu', and 'Fri' (all checked), 'Specified Hearing Time' with an empty text box, 'Board to Arrange Transport' with a dropdown menu showing 'No', 'Location' with a dropdown menu showing 'Hobart', and 'Special Instructions' with a large text area. At the bottom of the window, there are three buttons: 'Save', 'Delete', and 'Exit'.

On the 'Commission' tab only enter details if the Repatriation commission advise that they are attending (see 7.5 of the Operations Manual).

The screenshot shows the 'Hearing Preparation Maintenance' window with the 'Commission' tab selected. The window has a title bar with a close button. Below the title bar, there are two fields: 'VRB Registration No' with the value 'T99/1955' and 'Applicant' with the value 'Samuel Abraham Marks'. Below these, there is a 'Stage' field with the value 'Pre-List'. The main area of the window is divided into three tabs: 'Reqs', 'Commission', and 'Members'. The 'Commission' tab is active and contains the following fields: 'Commission Attending' with a checkbox, and 'Commission Representative' with a text box. At the bottom of the window, there are three buttons: 'Save', 'Delete', and 'Exit'.

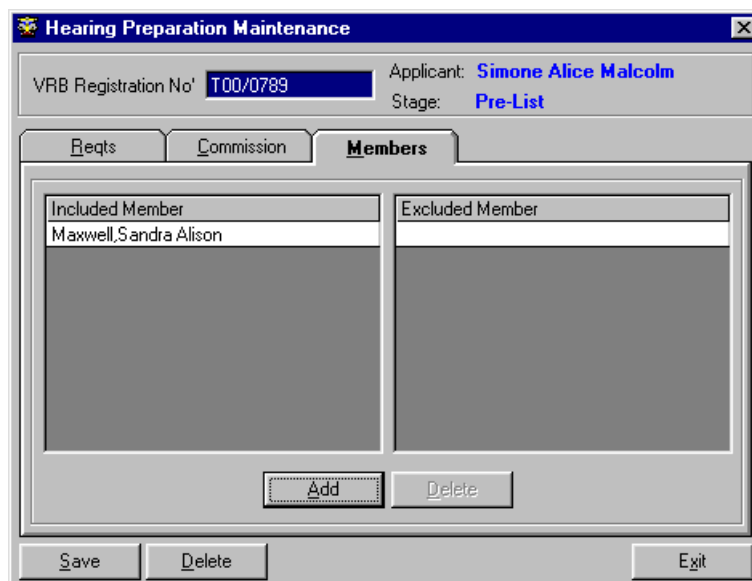
If there are any *Included Members* or *Excluded Members*, on the 'Members' tab select 'Add' and the *Select Hearing Preparation* screen displays.



If a Member is to be included, if possible, in any future hearing of the application, select the Included Members option and select 'OK'. Select the names of the members from the Member List. All Members involved in an adjourned hearing must be included in this area.

If a member is to be excluded select the Excluded Members option and select 'OK'. . Select the names of the members from the Member List. All members who have heard the substantive matter before, or who, for any reason, cannot be impartial in their determination of the matter must be included in this area.

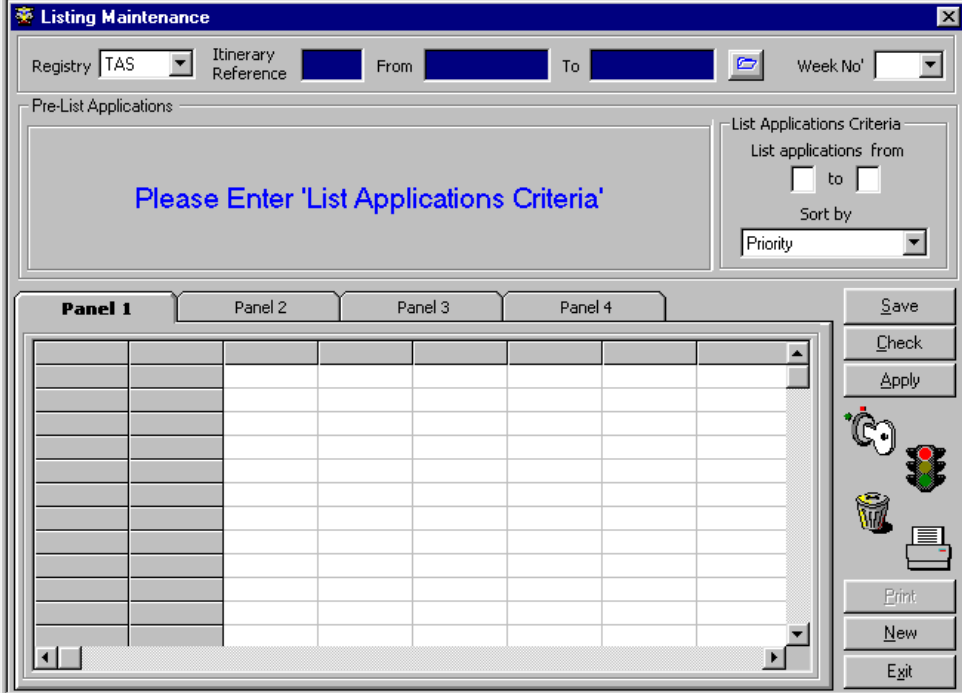
If there are no members in either category leave the tab clear. (See 13.3 of the Operations Manual).



Save the record.

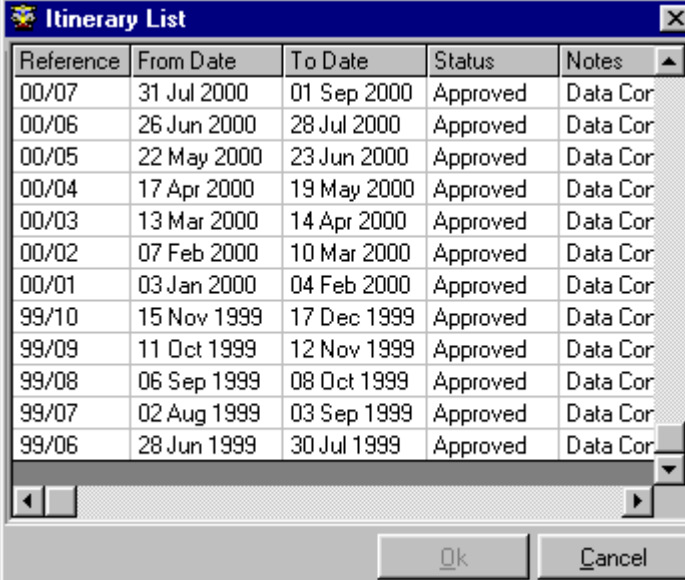
Listing an application to a Panel

When the application is ready to be listed before a panel of the Board, from the main menu select *H*earing, *L*isting and the *Listing Maintenance* window opens.



The **Listing Maintenance** window features a top section with filters: Registry (TAS), Itinerary Reference (picklist button), From (date), To (date), and Week No' (dropdown). Below this is a 'Pre-List Applications' area with a large text box containing 'Please Enter 'List Applications Criteria'' and a 'List Applications Criteria' panel with 'List applications from' (date range) and 'Sort by' (Priority dropdown). The main area consists of four panels (Panel 1 to Panel 4), with Panel 1 currently active, displaying a large empty table. On the right side, there is a vertical toolbar with buttons: Save, Check, Apply, Print (with a printer icon), New, and Exit (with a trash can icon).

Select the Itinerary Reference picklist button and the *Itinerary List* appears.



The **Itinerary List** window displays a table of itinerary records. The table has five columns: Reference, From Date, To Date, Status, and Notes. The data is as follows:

Reference	From Date	To Date	Status	Notes
00/07	31 Jul 2000	01 Sep 2000	Approved	Data Cor
00/06	26 Jun 2000	28 Jul 2000	Approved	Data Cor
00/05	22 May 2000	23 Jun 2000	Approved	Data Cor
00/04	17 Apr 2000	19 May 2000	Approved	Data Cor
00/03	13 Mar 2000	14 Apr 2000	Approved	Data Cor
00/02	07 Feb 2000	10 Mar 2000	Approved	Data Cor
00/01	03 Jan 2000	04 Feb 2000	Approved	Data Cor
99/10	15 Nov 1999	17 Dec 1999	Approved	Data Cor
99/09	11 Oct 1999	12 Nov 1999	Approved	Data Cor
99/08	06 Sep 1999	08 Oct 1999	Approved	Data Cor
99/07	02 Aug 1999	03 Sep 1999	Approved	Data Cor
99/06	28 Jun 1999	30 Jul 1999	Approved	Data Cor

At the bottom of the window are 'Ok' and 'Cancel' buttons.

Double click on the itinerary period in which you want to list the application and this itinerary details populate the *Listing Maintenance* screen. Then select the week number from the *Week No'* combo box. This will usually be a number from 1 to 5.

Listing Maintenance

Registry: TAS Itinerary Reference: 01/01 From: 08 Jan 2001 To: 09 Feb 2001 Week No':

Pre-List Applications

Please Enter 'List Applications Criteria'

List Applications Criteria: 1 to 5

Sort by: Priority

Panel 1 Panel 2 Panel 3 Panel 4

Save Check Apply Print New Exit

Selecting the listing week populates the *Panel* tabs with the dates and locations of panels set in the itinerary for your state office.

Select the *List Applications Criteria* for the alphabetical breakup required. Calling too many records will make this process slow and ultimately makes the system operate below potential.

Listing Maintenance

Registry: TAS Itinerary Reference: 01/01 From: 08 Jan 2001 To: 09 Feb 2001 Week No': 3

Pre-List Applications

VRB Reg	Applicant	P	R	L	Hearing Location	Representative	Attendance
T00/0791	Marks, Sydney	L			Hobart	Blogg, William	Applicant and
T00/0792	Matthews, Sam	L			Hobart	Blogg, William	Applicant and
T00/0793	Millbourne, Sus	L			Hobart		Applicant and
T00/0794	Michaels, Stev	L			Hobart	Blogg, William	Applicant and

List Applications Criteria: List applications from L to M

Sort by: VRB Regn No

Panel 1 Panel 2 Panel 3 Panel 4

	22 Jan 2001	23 Jan 2001	24 Jan 2001	25 Jan 2001	26 Jan 2001
Locn/Time	Hobart 930	Hobart 930	Hobart 930	Hobart 930	Hobart 930
Applicant					
Representative					
Applications					
Locn/Time	Hobart 1030	Hobart 1030	Hobart 1030	Hobart 1030	Hobart 1030
Applicant					
Representative					
Applications					
Locn/Time	Hobart 1130	Hobart 1130	Hobart 1130	Hobart 1130	Hobart 1130
Applicant					

Save Check Apply Print New Exit

(The standard sort selection is *Priority*; however, in the example above I have selected *VRB Regn No*.)

Double clicking on an application in the *Pre-List Applications* table invokes the *Hearing Preparation Maintenance* screen for that application.

To list a matter into a hearing slot drag the Applicant name into the slot. The system will identify missing information such as a missing hearing location or attendance details and ask for a correction before proceeding.

Applications with restrictions attached will appear in pink. Selecting a pink application will produce a system prompt. This includes applications with *included* or *excluded* members, which will also have a system prompt.

Two or more applications for the same applicant can be dropped into one slot, provided each application has the same representative details. (Where multiple applications are included in the one slot, the system only produces one *Listing Letter*, which includes details of all the applications for that slot.)

Applications that have been allocated to a hearing slot have an “X” included in the “L” listed column of the *Pre-List Applications* table.

VRB Reg	Applicant	P	R	L	Hearing Location	Representative	Attendance
T00/0791	Marks, Sydney	L		X	Hobart	Blogg, William	Applicant and
T00/0792	Matthews, Sam	L		X	Hobart	Blogg, William	Applicant and
T00/0793	Millbourne, Sus	L		X	Hobart	Blogg, William	Applicant and
T00/0794	Michaels, Stev	L		X	Hobart	Blogg, William	Applicant and

	22 Jan 2001	23 Jan 2001	24 Jan 2001	25 Jan 2001	26 Jan 2001
Locn/Time	Hobart 930	Hobart 930	Hobart 930	Hobart 930	Hobart 930
Applicant	Marks, Sydney An	Michaels, Steven.			
Representative	Blogg, William	Blogg, William			
Applications	T00/0791	T00/0794			
Locn/Time	Hobart 1030	Hobart 1030	Hobart 1030	Hobart 1030	Hobart 1030
Applicant	Myers, Simon Arth	Matthews, Samue			
Representative		Blogg, William			
Applications	T00/0790	T00/0792			
Locn/Time	Hobart 1130	Hobart 1130	Hobart 1130	Hobart 1130	Hobart 1130
Applicant	Millbourne, Susan	Malcolm, Simone			

To change the default hearing time for a slot, place the mouse pointer over the time and right click. Enter the new time then select Ok.

To check the members set for this slot, move the mouse pointer over the bottom line of the time slot and the member's names will appear.

To lock a slot, drag the key icon onto that slot. This will change the slot to red and the word Locked will appear. An application cannot be dropped onto a locked slot.

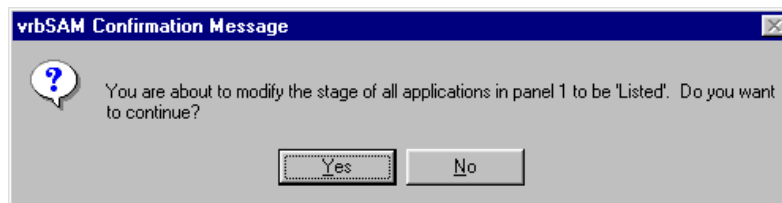
To unlock a previously locked slot drag the key icon onto the locked slot.

The panel record can be Saved at any time. The following confirmation record appears.

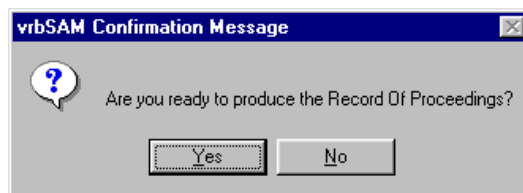


Selecting the Check button produces a PRE LISTING REPORT.

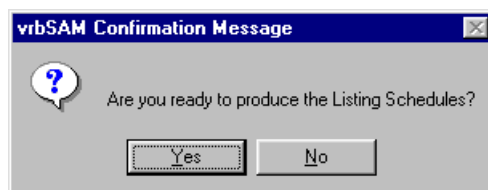
Selecting the Apply button Saves the panel record and the following message appears.



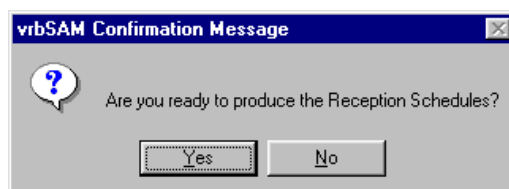
Select Yes and a series of action messages is given.



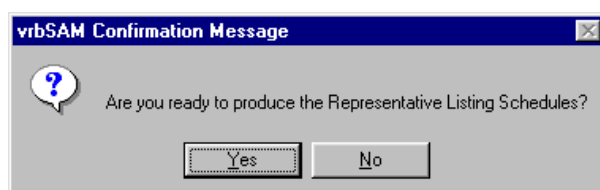
This action produces the R116_RecordOfProceeding report



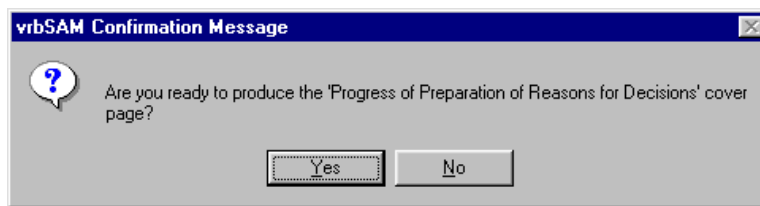
This action produces the R116_ListingScheduleReference report



This action produces the R105_ReceptionSchedule report



This action produces the R106_RepresentativeHearing report



This action produces the R107_HearingDecision report

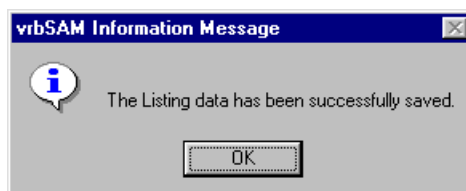


This action produces the hearing attendance letters and saves them to the C:/Temp directory, where they documents can be edited.

Once applications have been applied they have their stage changed to “*Listed*” and so no longer appear in the *Pre-List Applications* table.

Listing an application to an Applied Panel

Applications can be listed to vacant slots on an applied panel by dragging the application into the slot. The system saves the panel and gives a *vrbsAM Information Message*.



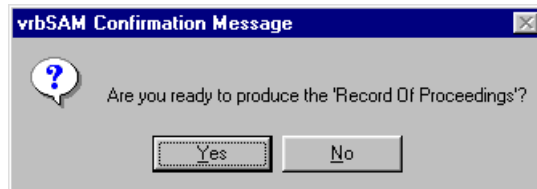
Select *OK* and the following message appears.



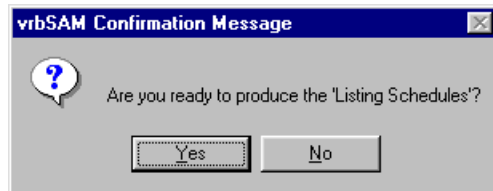
The system has now changed the application stage to *Listed*. Select *OK* and the following message appears.



Select Yes and the system produces the *Listing Letter* for that application. Return to VrbSAM and the following message is generated.



Select Yes and the system produces the *Record of Proceeding* for that application. The following message appears.



Select Yes and the system produces the *Listing Schedule* for that panel day. The following message appears.

Save the listing information and Exit.

Hearing Confirmation

- 7.9.8 On receipt of the confirmation that the hearing arrangements are satisfactory, open the application record and select the Hearing button In the *Hearing Maintenance* window, in the Hearing Info tab, in the field *Attendance Reply, Received*, place the date. Save the record.

If no confirmation is received within 5 working days of the hearing, follow up the notice by telephone or mail and, in the 'Hearing Maintenance' window, in the field *Follow Up* action, place the date. Save the record.

If no notice of confirmation is received within one working day of the hearing, the Registrar may postpone the hearing of the matter and substitute another matter in its place. (For postponements see Chapter 10)

Post Hearing

There are two methods for accessing the post hearing verification.

For the first method, following the hearing of an application, open the application record and select the Hearing button. In the *Hearing Maintenance* window, on the Hearing Info tab, in the field *Tape Number*, place the numbers of the tapes used. If the application was heard in absentia, enter the tape number as *N/A* or *Nil*.

If the applicant was present tick the *Applicant Present* box. If the representative (or advocate) was present tick the *Representative Present* box. If there were other people at the hearing include their names in the *Others Present* text field. Make any relevant comments. Save the record

Hearing Maintenance

Date: 22 Jan 2001 Time: 930 Panel No': 1
 Location: Hobart Applicant: Marks, Sydney Andre

Hearing Info | Decisions/Reasons

Panel Members
 Presiding Member: Upton, Margaret Anne
 Service Member: Thorpe, Peter
 Other Member: Vaughn, Matthew Malcolm

VRB Registration No's
 T00/0791

Attendance Reply
 Received: 08 Jan 2001 Follow Up:

Tape Number: T1234567 Applicant Present: ☒
 Representative Present: ☒
 Others Present: Mrs Marks
 Comments:

Save Exit

Select the Decisions/Reasons tab. Double click on the yellow *Author* field and select the author from the *Panel Members* screen. Continue to select the second and third members. Save the record.

Hearing Maintenance

Date: 22 Jan 2001 Time: 930 Panel No': 1
 Location: Hobart Applicant: Marks, Sydney Andre

Hearing Info | **Decisions/Reasons**

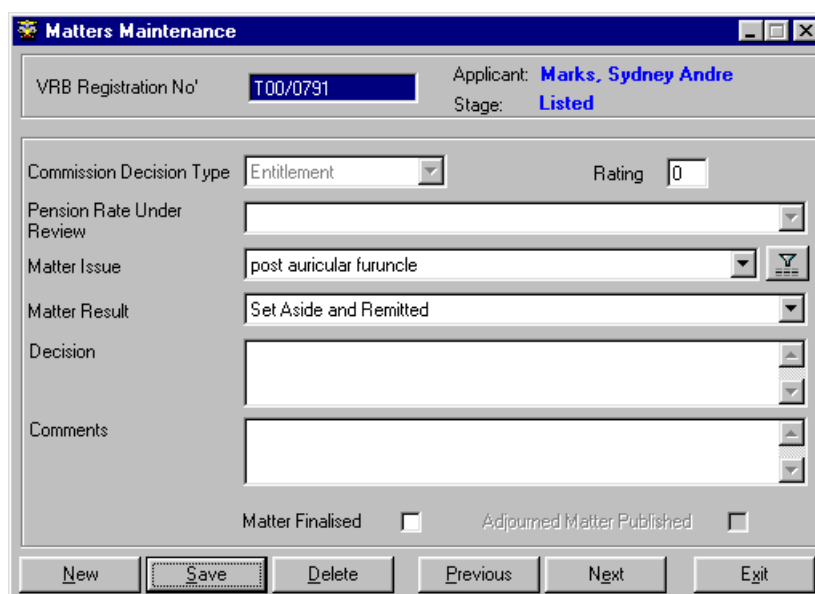
Signatures

	T00/0791
Author	Thorpe, Peter
Author Draft	
Draft Typed	
Author Correction	
Correction Typed	
Member To Author	
Changes Made	
Signed By Author	
Second Member	Upton, Margaret Anne
To 2nd Member	
2nd To Author	
Signed by 2nd	
Third Member	Vaughn, Matthew Malcolm
To 3rd Member	
3rd To Author	
Signed by 3rd	
Ready to Publish	
Comments	

Double-Click application heading for Matters. Save Exit

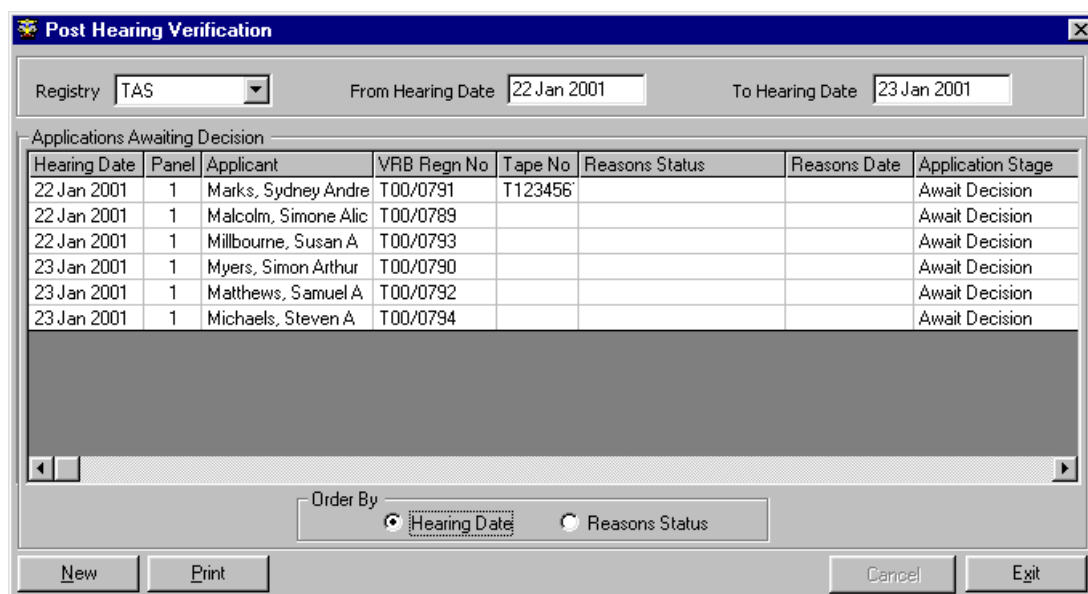
Double click the file number on the line above the author, which opens the *Matter Maintenance* window. Record the *Matter Results* for each issue then Save the record.

DO NOT TICK the 'Matter Finalised' or 'Adjourned Matter Published' boxes at this time, as those boxes are ticked once the decision has been published. (See part 17 for details on this procedure.)



The screenshot shows the 'Matters Maintenance' window. At the top, it displays 'VRB Registration No' as 'T00/0791' and 'Applicant' as 'Marks, Sydney Andre' with 'Stage' as 'Listed'. Below this, there are several input fields: 'Commission Decision Type' is set to 'Entitlement', 'Rating' is '0', 'Pension Rate Under Review' is empty, 'Matter Issue' is 'post auricular furuncle', 'Matter Result' is 'Set Aside and Remitted', and 'Decision' is empty. There is a 'Comments' text area at the bottom. At the bottom of the window, there are two checkboxes: 'Matter Finalised' and 'Adjourned Matter Published', both of which are unchecked. At the very bottom, there are buttons for 'New', 'Save', 'Delete', 'Previous', 'Next', and 'Exit'.

For the second post hearing verification method, from the Main Menu select Hearing then Post Hearing Verification. Choose the dates range for the hearing day(s) and tab out of the date fields. The Post Hearing Verification screen is processed.



The screenshot shows the 'Post Hearing Verification' window. It has a 'Registry' dropdown set to 'TAS'. It also has 'From Hearing Date' set to '22 Jan 2001' and 'To Hearing Date' set to '23 Jan 2001'. Below these fields is a table titled 'Applications Awaiting Decision'. The table has columns for 'Hearing Date', 'Panel', 'Applicant', 'VRB Regn No', 'Tape No', 'Reasons Status', 'Reasons Date', and 'Application Stage'. The table contains six rows of data. Below the table is a large empty text area. At the bottom, there is an 'Order By' section with two radio buttons: 'Hearing Date' (which is selected) and 'Reasons Status'. At the very bottom, there are buttons for 'New', 'Print', 'Cancel', and 'Exit'.

Hearing Date	Panel	Applicant	VRB Regn No	Tape No	Reasons Status	Reasons Date	Application Stage
22 Jan 2001	1	Marks, Sydney Andre	T00/0791	T123456			Await Decision
22 Jan 2001	1	Malcolm, Simone Alic	T00/0789				Await Decision
22 Jan 2001	1	Millbourne, Susan A	T00/0793				Await Decision
23 Jan 2001	1	Myers, Simon Arthur	T00/0790				Await Decision
23 Jan 2001	1	Matthews, Samuel A	T00/0792				Await Decision
23 Jan 2001	1	Michaels, Steven A	T00/0794				Await Decision

Double click on an application record to invoke the Hearing Maintenance screen for that application.

Hearing Maintenance

Date: 22 Jan 2001 Time: 1030 Panel No: 1
Location: Hobart Applicant: Malcolm, Simone Alice

Hearing Info | Decisions/Reasons

Panel Members

Presiding Member: Lane, William Bennett
Service Member: Benfield, Francis Harding
Other Member: Lewis, Laurence John

VRB Registration No's
T00/0789

Attendance Reply

Received: 01 Jan 2001 Follow Up:

Tape Number: Applicant Present: ☐
Representative Present: ☐

Others Present:

Comments:

Save Exit

Process in the same manner as the first post hearing verification matter.

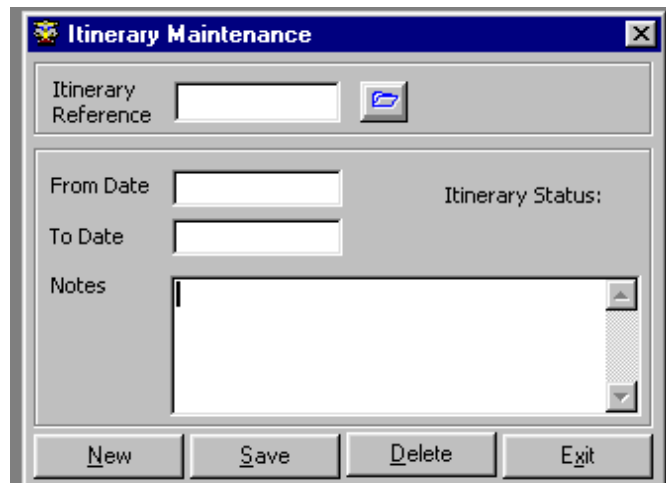
Complete the details for all the applications included on the Post Hearing Verification screen.

8 VRB Panels

8.2 Allocation of members to VRB panels

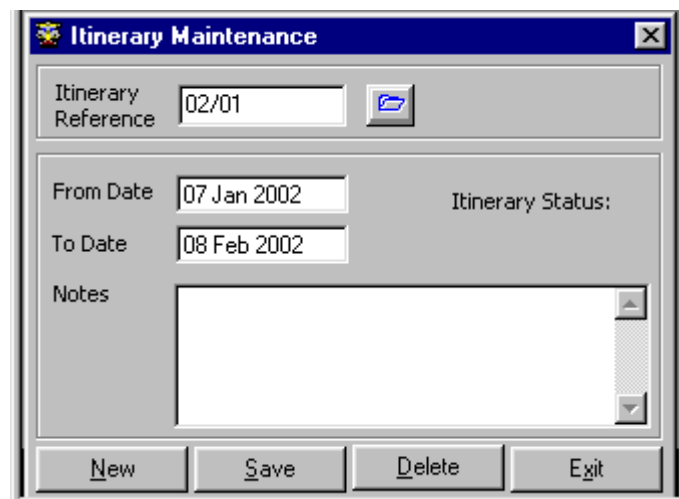
Itinerary Dates

From the main menu select - Maintenance, Reference Data, Itnerary.
The following screen appears – *Itinerary Maintenance*.

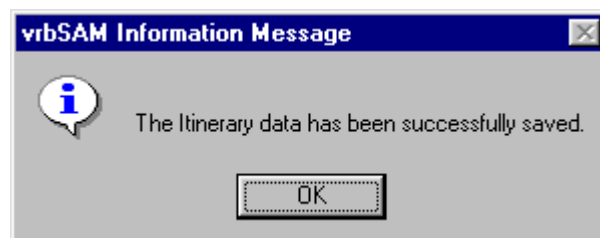


The screenshot shows the 'Itinerary Maintenance' dialog box. It has a title bar with a small icon and the text 'Itinerary Maintenance'. Inside, there is a section for 'Itinerary Reference' with a text box and a folder icon. Below this are two date fields: 'From Date' and 'To Date'. To the right of these is the label 'Itinerary Status:'. Below the dates is a large text area labeled 'Notes'. At the bottom are four buttons: 'New', 'Save', 'Delete', and 'Exit'.

Add the details and select the Save button.

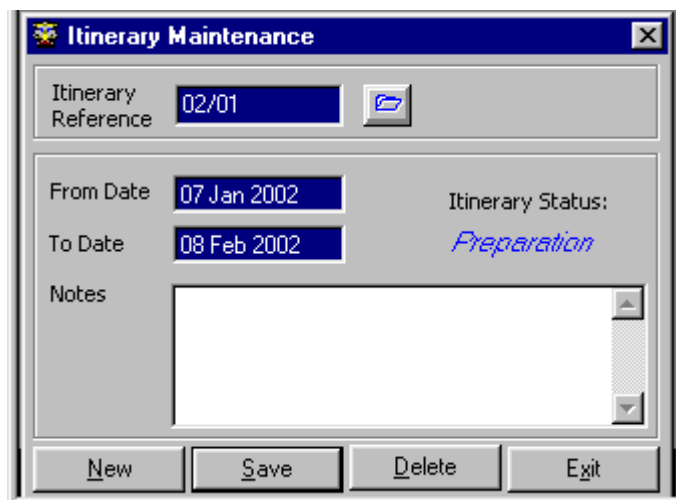


This screenshot shows the 'Itinerary Maintenance' dialog box with data entered. The 'Itinerary Reference' field contains '02/01'. The 'From Date' field contains '07 Jan 2002' and the 'To Date' field contains '08 Feb 2002'. The 'Notes' field is empty. The 'Save' button is highlighted.



The screenshot shows a 'vrbsAM Information Message' dialog box. It has a title bar with a small icon and the text 'vrbsAM Information Message'. Inside, there is a speech bubble icon with an 'i' and the text 'The Itinerary data has been successfully saved.' Below this is an 'OK' button.

The itinerary status is then set to *Preparation*.



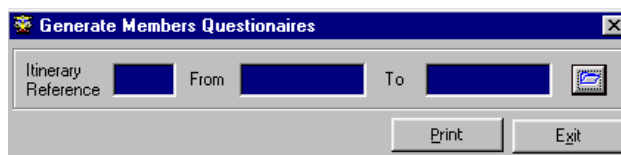
The **Itinerary Maintenance** dialog box contains the following fields and controls:

- Itinerary Reference:** A text box containing '02/01' and a picklist button.
- From Date:** A date box containing '07 Jan 2002'.
- To Date:** A date box containing '08 Feb 2002'.
- Itinerary Status:** A label with the text 'Preparation' in blue italics.
- Notes:** A large text area for entering notes.
- Buttons:** 'New', 'Save', 'Delete', and 'Exit' at the bottom.

Please note that it is usual to enter all of the itinerary dates for a year at the one time. Itineraries are usually for a 5-week period.

Member Questionnaires

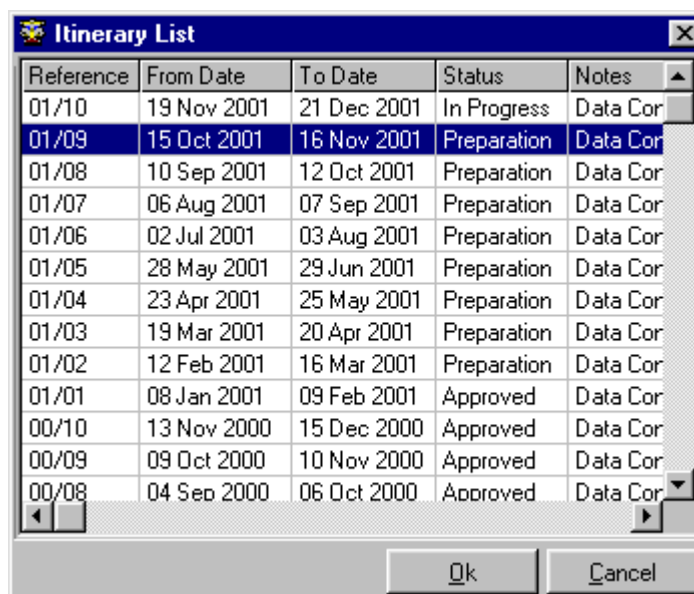
8 weeks before the itinerary begins, the member questionnaires are sent. From the main menu select *Hearing, Documentation, Member Questionnaires*. The following screen appears – *Generate Members Questionnaires*.



The **Generate Members Questionnaires** dialog box contains the following fields and controls:

- Itinerary Reference:** A text box.
- From:** A date box.
- To:** A date box.
- Buttons:** 'Print' and 'Exit' at the bottom.

Select the picklist button and choose the itinerary from the list. If the required itinerary is not listed, see creating an itinerary.



The **Itinerary List** dialog box displays a table of itineraries. The table has the following columns: Reference, From Date, To Date, Status, and Notes. The data is as follows:

Reference	From Date	To Date	Status	Notes
01/10	19 Nov 2001	21 Dec 2001	In Progress	Data Cor
01/09	15 Oct 2001	16 Nov 2001	Preparation	Data Cor
01/08	10 Sep 2001	12 Oct 2001	Preparation	Data Cor
01/07	06 Aug 2001	07 Sep 2001	Preparation	Data Cor
01/06	02 Jul 2001	03 Aug 2001	Preparation	Data Cor
01/05	28 May 2001	29 Jun 2001	Preparation	Data Cor
01/04	23 Apr 2001	25 May 2001	Preparation	Data Cor
01/03	19 Mar 2001	20 Apr 2001	Preparation	Data Cor
01/02	12 Feb 2001	16 Mar 2001	Preparation	Data Cor
01/01	08 Jan 2001	09 Feb 2001	Approved	Data Cor
00/10	13 Nov 2000	15 Dec 2000	Approved	Data Cor
00/09	09 Oct 2000	10 Nov 2000	Approved	Data Cor
00/08	04 Sep 2000	06 Oct 2000	Approved	Data Cor

At the bottom of the dialog box are 'Ok' and 'Cancel' buttons.

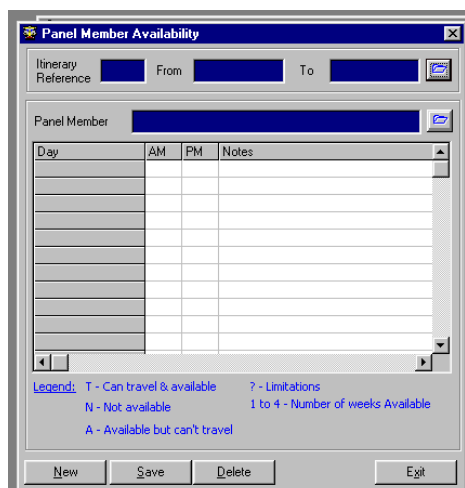
The itinerary dates are inserted into the *Generate Members Questionnaires* screen.



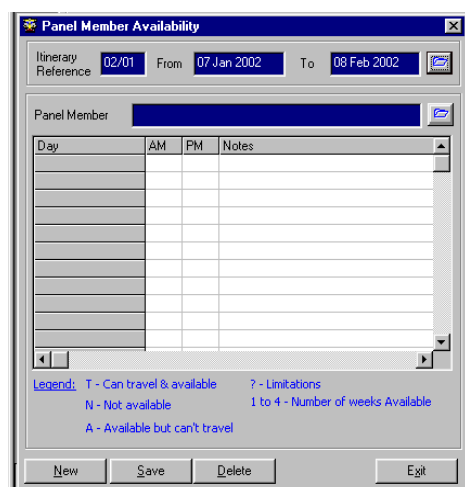
Select Print, and the system generates a member questionnaire for each active member

Member Questionnaire Responses

When member responses are received, the details provided by members are to be entered in the *Panel Member Availability* screen. From the main menu select - Hearing, Itnerary, Panel Member Availability.



Select the picklist button to call up the correct itinerary.



Select the *Panel Member* picklist button and, from the *Member List*, choose the member who has responded. Then add the availability using the legend code detailed below.

Day	AM	PM	Notes
07 Jan 2002 - Mon	T	T	
08 Jan 2002 - Tue	T	T	
09 Jan 2002 - Wed	T	T	
10 Jan 2002 - Thu	T	T	
11 Jan 2002 - Fri	T	T	
14 Jan 2002 - Mon	A	A	
15 Jan 2002 - Tue	A	A	
16 Jan 2002 - Wed	A	A	
17 Jan 2002 - Thu	A	N	
18 Jan 2002 - Fri	A	?	Only available until 16.00
21 Jan 2002 - Mon	T	T	

Legend: T - Can travel & available ? - Limitations
 N - Not available 1 to 4 - Number of weeks Available
 A - Available but can't travel

If the member is available to travel for the entire itinerary, the user can populate the whole list by typing “T” in the AM field of the first day and selecting the tab key. Every AM and PM slot for every day must have a legend.

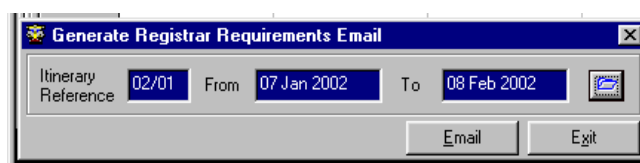
Legend

- T The member is available to sit in any hearing location and can travel to another Registry if required.
If there are ANY restrictions at all for the week it is improbable that the member cannot travel. Confirm this with the member and amend the record accordingly.
- A The member is available to sit in the home registry but cannot travel to another hearing location.
- N The member is not available to sit for this slot. (It is possible for a member to be available for one part of a day and not available for another part of the same day.)
- ? The member can sit, but there are limitations. A note should be made giving details of the limitation.

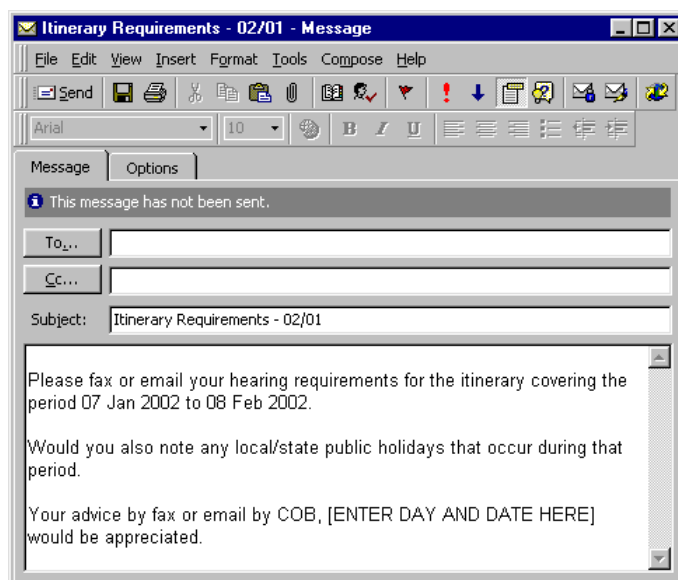
Registrar's Hearing Requirements

6 weeks before the start of an itinerary, Registrar's are sent a hearing requirements document by e-mail.

From the main menu select – Hearing, Documentation, Registrar Requirements. Select the *Itinerary Reference* picklist button and choose the appropriate itinerary.

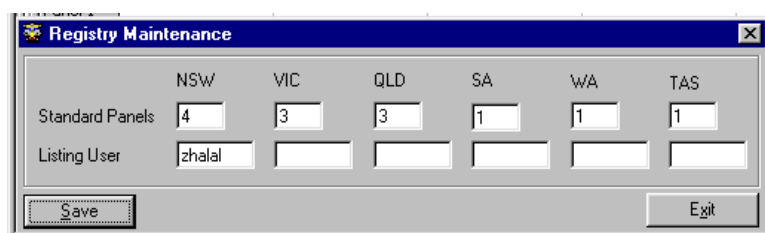


To send the e-mail message, depress the E-mail button.



Use the “VRB Registrars” group in the ‘To...’ field and enter the appropriate date in the e-mail message (this is usually 3-4 working days from today).

When responses are received go to Maintenance, Reference Data, Registry from the main menu and check the “Standard Panels” for registries in the *Registry Maintenance* window.



Change the Standard Panels number for the appropriate state Registry and save the changes.

This screen also displays the user currently listing matters for hearing in the state.

Panel Member Allocation

Once the *Member Questionnaire Responses* have been processed, the *Panel Member Allocation* can begin. This process produces the Itinerary.

From the main menu select - Hearing, Itnerary, Panel Member Allocation.

Select the *Itinerary Reference* picklist button and choose the appropriate itinerary.

The screen will be populated with the period details. This includes the member preferences.

Surname	Given Names	Category	State	Week 1	Week 2	Week 3	Week 4	Week 5
Upton	Margaret Anne	Senior	TAS	T	T	T	T	T
Smith	Andrew Max	Senior	TAS	T	A	T	T	N
Thorpe	Peter	Service	TAS	T	T	T	T	T
Bryce	Stuart Alexander	Service	TAS	T	T	T	T	T
Williams	Norma	Service	TAS	T	T	A	T	T
Maxwell	Sandra Alison	Other	TAS	T	T	T	T	T

Panel	7 Jan - 11 Jan 2002	14 Jan - 18 Jan	21 Jan - 25 Jan	28 Jan - 1 Feb 2002	4 Feb - 8 Feb 2002
NSW	Sydney AM	Sydney AM	Sydney AM	Sydney AM	Sydney AM
Panel 1					
NSW	Sydney AM	Sydney AM	Sydney AM	Sydney AM	Sydney AM
Panel 2					

Member week details are displayed in abbreviated form. If a member has made themselves available for only 4 days, this view will show they are available for the whole week.

Double clicking on a member name will bring up the full details of the member's availability.

Panel Member Allocation

Itinerary Reference: 02/01

Members to be allocated:

Surname	Given Name
Upton	Marg
Smith	Andr
Thorpe	Peter
Bryce	Stuar
Williams	Norr
Maymell	Sand

Full Period

Panel Allocations

Panel	7 Jan - 11 Jan
NSW	Sydney AM
Panel 1	
NSW	Sydney AM
Panel 2	

Panel Member Availability

Itinerary Reference: 02/01 From: 07 Jan 2002 To: 08 Feb 2002

Panel Member: Thorpe, Peter

Day	AM	PM	Notes
07 Jan 2002 - Mon	T	T	
08 Jan 2002 - Tue	T	T	
09 Jan 2002 - Wed	T	T	
10 Jan 2002 - Thu	T	T	
11 Jan 2002 - Fri	T	T	
14 Jan 2002 - Mon	T	T	
15 Jan 2002 - Tue	T	T	
16 Jan 2002 - Wed	T	T	
17 Jan 2002 - Thu	T	T	
18 Jan 2002 - Fri	T	T	
21 Jan 2002 - Mon	T	T	

Legend: T - Can travel & available ? - Limitations
N - Not available 1 to 4 - Number of weeks Available
A - Available but can't travel

Buttons: New, Save, Delete, Exit

A member is added to a panel by dragging that member name onto a panel week. Senior Members should be dragged to the first slot, followed by Services Members and lastly Other Members. Members are removed by dragging the name from the allocated slot into the garbage bin.

The allocation can be saved at any time.

Double clicking on the yellow heading line and selecting the new location can make changes to the hearing location.

Time slots can be changed from the preset 3 slots by double clicking on the date range heading. The *Time Slots* window then appears.

Time Slots

	Panel 1	Panel 2	Panel 3	Panel 4
NSW	3	3	3	3
VIC	3	3	3	
QLD	3	3	3	
SA	3			
WA	3			
TAS	3			

Buttons: New, Continue, Exit

Select Continue to generate the itinerary week. The week selection tab for that week is then available. Members who are to be replaced for a day or individual slots on a day can be changed. Dragging the existing member name to the garbage bin and then dragging the new member name to the slot does this. Please note that these changes must be done one slot at a time. This is necessary to ensure the correct members appear in post hearing verification.

To save the week selection click on the *Full Period* tab.

When the whole itinerary is completed, that is when all weeks have been generated, saved and the itinerary *Approved* button ticked, it can be Saved and Printed.

The Print button generates the itinerary as a Word 97 document. Some editing is necessary for panels with replacement members (ie adding the sitting dates).

8.3 Alterations to the itinerary

When an itinerary is *Approved*, changes to the itinerary can only be made on a slot by slot basis.

From the main menu select - *H*earing, *I*tninerary, *P*anel Member *A*llocation.

Select the *Itinerary Reference* picklist button and choose the appropriate itinerary.

In the *Full Period* tab, Double click on the appropriate week's date field and the appropriate *Week* tab is active. Select that *Week* tab and go to the panel that is to be changed. Dragging the existing member name to the garbage bin and then dragging the new member name to the slot can change members who are to be replaced for a day or individual slots on a day. Please note that these changes must be done one slot at a time. This is necessary to ensure the correct members appear in post hearing verification.

To save the week selection click on the *Full Period* tab.

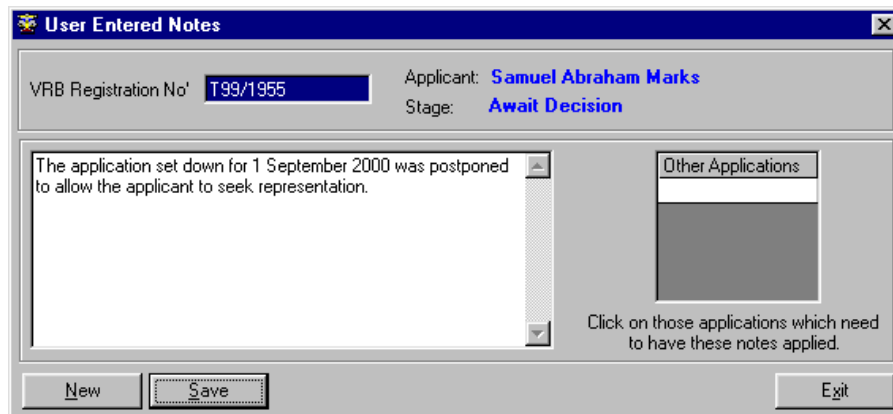
Save the itinerary and, if required, Print the itinerary using the Print button.

The Print button generates the itinerary as a Word 97 document. Some editing is necessary for panels with replacement members (ie adding the sitting dates).

Go to Word 97 and produce the appropriate direction for the Principal Member's signature.

10. Postponements

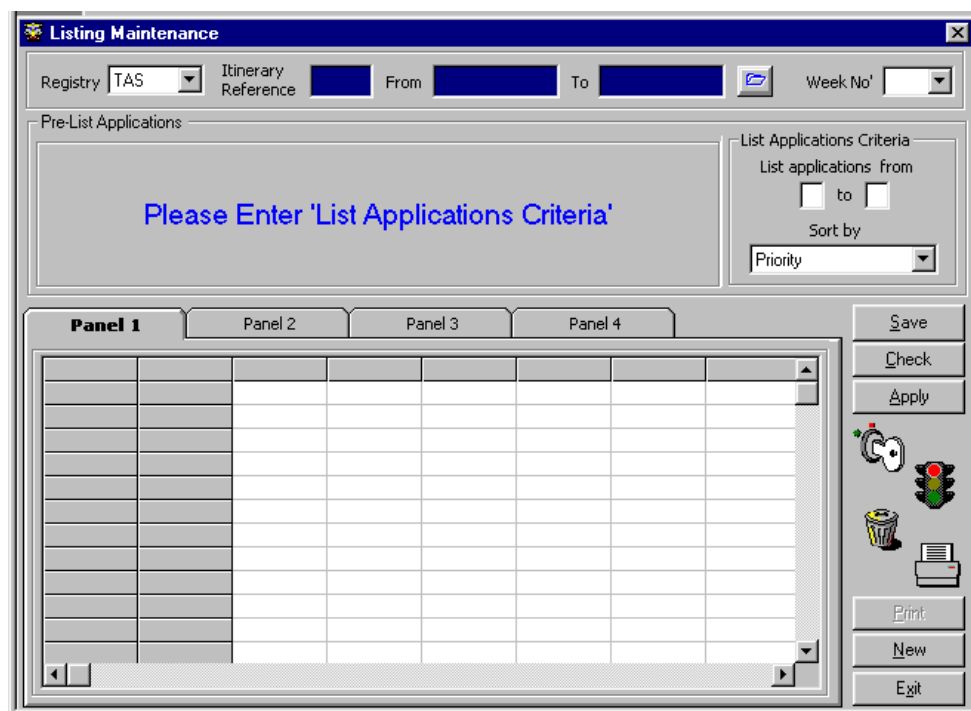
If the Registrar grants a postponement to the hearing of an application, a 'Note' must be made on the system identifying the reasons for granting the postponement.



The dialog box titled "User Entered Notes" contains the following fields and controls:

- VRB Registration No': T99/1955
- Applicant: Samuel Abraham Marks
- Stage: Await Decision
- A text area containing: "The application set down for 1 September 2000 was postponed to allow the applicant to seek representation."
- A section titled "Other Applications" with a list box and a note: "Click on those applications which need to have these notes applied."
- Buttons: New, Save, Exit.

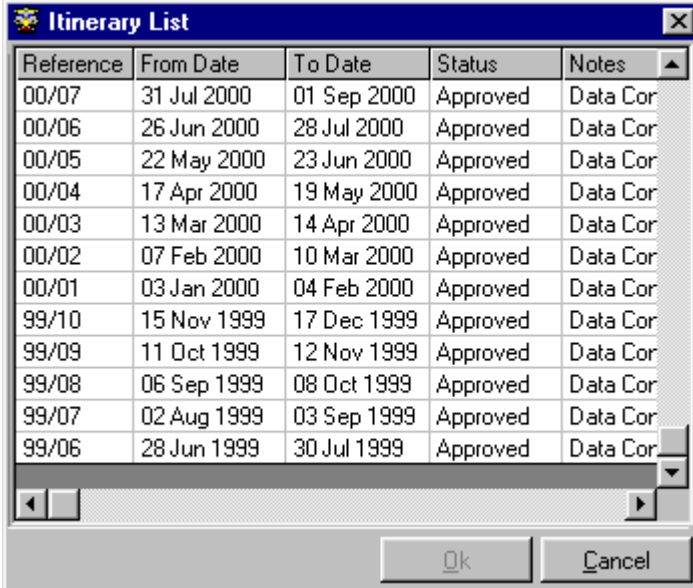
When an application is to be postponed, from the main menu select *Hearing, Listing* and the *Listing Maintenance* window opens.



The "Listing Maintenance" window features the following elements:

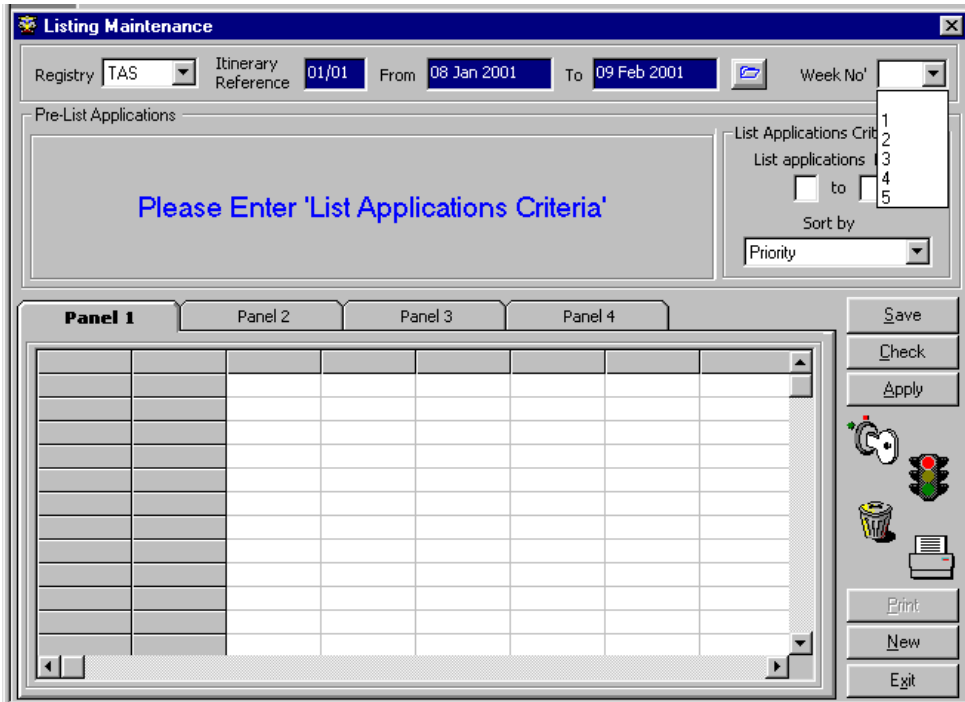
- Registry: TAS
- Itinerary Reference: [Empty]
- From: [Empty] To: [Empty]
- Week No': [Empty]
- Pre-List Applications: Please Enter 'List Applications Criteria'
- List Applications Criteria:
 - List applications from: [] to []
 - Sort by: Priority
- Panel 1 (Active): A table with 8 columns and 15 rows.
- Panel 2: [Empty]
- Panel 3: [Empty]
- Panel 4: [Empty]
- Buttons: Save, Check, Apply, Print, New, Exit.
- Icons: A set of icons including a magnifying glass, a traffic light, a trash can, and a printer.

Select the Itinerary Reference picklist button and the *Itinerary List* appears.



Reference	From Date	To Date	Status	Notes
00/07	31 Jul 2000	01 Sep 2000	Approved	Data Cor
00/06	26 Jun 2000	28 Jul 2000	Approved	Data Cor
00/05	22 May 2000	23 Jun 2000	Approved	Data Cor
00/04	17 Apr 2000	19 May 2000	Approved	Data Cor
00/03	13 Mar 2000	14 Apr 2000	Approved	Data Cor
00/02	07 Feb 2000	10 Mar 2000	Approved	Data Cor
00/01	03 Jan 2000	04 Feb 2000	Approved	Data Cor
99/10	15 Nov 1999	17 Dec 1999	Approved	Data Cor
99/09	11 Oct 1999	12 Nov 1999	Approved	Data Cor
99/08	06 Sep 1999	08 Oct 1999	Approved	Data Cor
99/07	02 Aug 1999	03 Sep 1999	Approved	Data Cor
99/06	28 Jun 1999	30 Jul 1999	Approved	Data Cor

Double click on the itinerary period in which you want to postpone the application and this itinerary details populate the *Listing Maintenance* screen. Then select the week number in which the application is to be postponed from the *Week No'* combo box.



Registry: TAS Itinerary Reference: 01/01 From: 08 Jan 2001 To: 09 Feb 2001 Week No': 1

Pre-List Applications

Please Enter 'List Applications Criteria'

List Applications Criteria: 1 to 5

Sort by: Priority

Panel 1 Panel 2 Panel 3 Panel 4

Save Check Apply Print New Exit

Selecting the listing week populates the *Panel* tabs with the dates and locations of panels set in the itinerary for your state office and displays all the applications listed for the panels.

Listing Maintenance

Registry: TAS Itinerary Reference: 01/01 From: 08 Jan 2001 To: 09 Feb 2001 Week No: 3

Pre-List Applications

Please Enter 'List Applications Criteria'

List Applications Criteria
List applications from [] to []
Sort by: Priority

	22 Jan 2001	23 Jan 2001	24 Jan 2001	25 Jan 2001	26 Jan 2001
Locn/Time	Hobart 930	Hobart 930	Hobart 930	Hobart 930	Hobart 930
Applicant	Marks, Sydney An	Michaels, Steven.			
Representative	Blogg, William	Blogg, William			
Applications	T00/0791	T00/0794			
Locn/Time	Hobart 1030	Hobart 1030	Hobart 1030	Hobart 1030	Hobart 1030
Applicant	Myers, Simon Arth	Matthews, Samue			
Representative		Blogg, William			
Applications	T00/0790	T00/0792			
Locn/Time	Hobart 1130	Hobart 1130	Hobart 1130	Hobart 1130	Hobart 1130
Applicant	Millbourne, Susan	Malcolm, Simone			

Buttons: Save, Check, Apply, Print, New, Exit

Drag the traffic light icon onto the application to be postponed. The following *vrbsAM Confirmation Message* appears.

vrbsAM Confirmation Message

Do you want to postpone the hearing of the current application/s?

Yes No

Select Yes and the *Postpone Hearing* screen appears.

Postpone Hearing

Hearing Date: 23 Jan 2001 Hearing Time: 930 Panel No: 1

Applicant: Michaels, Steven A

VRB Regn No's: T00/0794

Reason for Postponement: [Picklist]

Notes: [Text Area]

Application Status After Postponement

☐ Party Not Ready ☐ Pre-List Retain Priority ☐ Pre-List Lose Priority

Buttons: Save, Exit

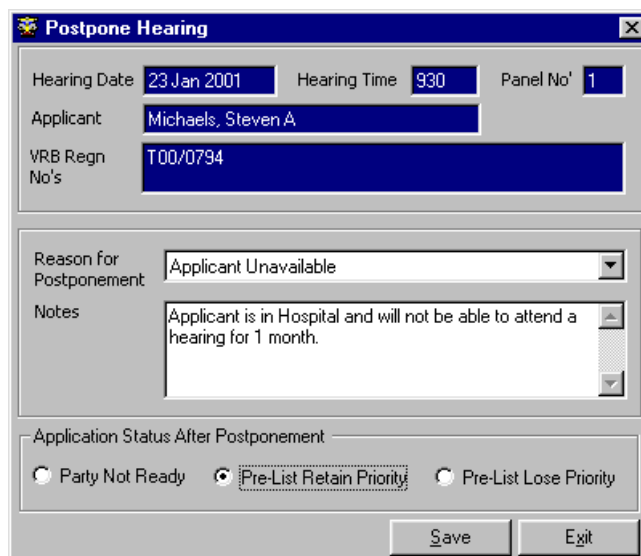
Choose a Reason for Postponement from the picklist.



The 'Postpone Hearing' dialog box contains the following fields and options:

- Hearing Date: 23 Jan 2001
- Hearing Time: 930
- Panel No': 1
- Applicant: Michaels, Steven A
- VRB Regn No's: T00/0794
- Reason for Postponement: A dropdown menu with options: Applicant Unavailable, Representative Unavailable, Files Unavailable, Applicant Not Ready, Representative Not Ready, and Other.
- Notes: A text area for additional information.
- Application Status After Postponement: Three radio buttons: Party Not Ready, Pre-List Retain Priority, and Pre-List Lose Priority.
- Buttons: Save and Exit.

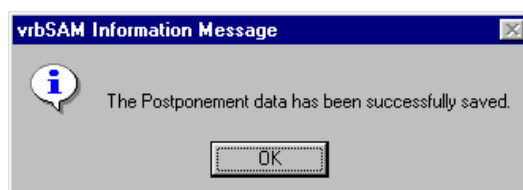
Make any applicable *Notes* and select the appropriate *Application Status After Postponement*.



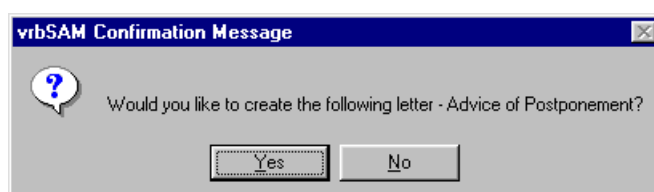
The 'Postpone Hearing' dialog box is shown with the following updates:

- Reason for Postponement: Applicant Unavailable
- Notes: Applicant is in Hospital and will not be able to attend a hearing for 1 month.
- Application Status After Postponement: Pre-List Retain Priority (selected)

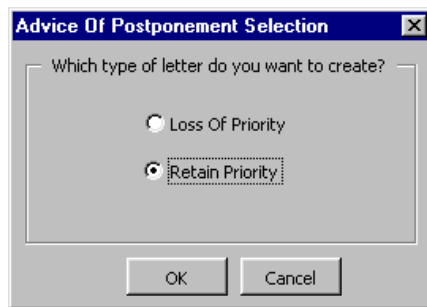
Save the record and the following confirmation message appears. Select *OK*.



The system then displays the following message.



Select Yes and the system creates the letter giving the following options.



Advice Of Postponement Selection

Which type of letter do you want to create?

☐ Loss Of Priority

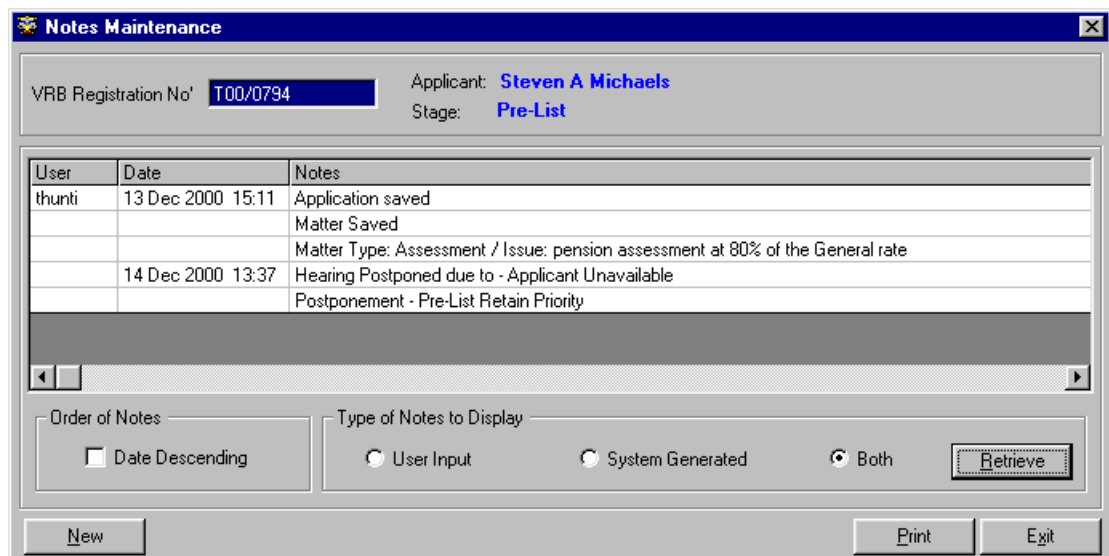
☒ Retain Priority

OK Cancel

Choose the correct option, select *OK* then edit the letter.

Exit the Postpone Hearing window. The system has followed the option selected in *Application Status After Postponement* for that application. If you go to the postponed application record in the *Application Maintenance* window and depress the Hearing button, the completed *Postpone Hearing* screen appears.

The system will write a system note.



Notes Maintenance

VRB Registration No' T00/0794 Applicant: Steven A Michaels
Stage: Pre-List

User	Date	Notes
thunti	13 Dec 2000 15:11	Application saved
		Matter Saved
		Matter Type: Assessment / Issue: pension assessment at 80% of the General rate
	14 Dec 2000 13:37	Hearing Postponed due to - Applicant Unavailable
		Postponement - Pre-List Retain Priority

Order of Notes: ☐ Date Descending

Type of Notes to Display: ☒ User Input ☐ System Generated ☒ Both

Retrieve

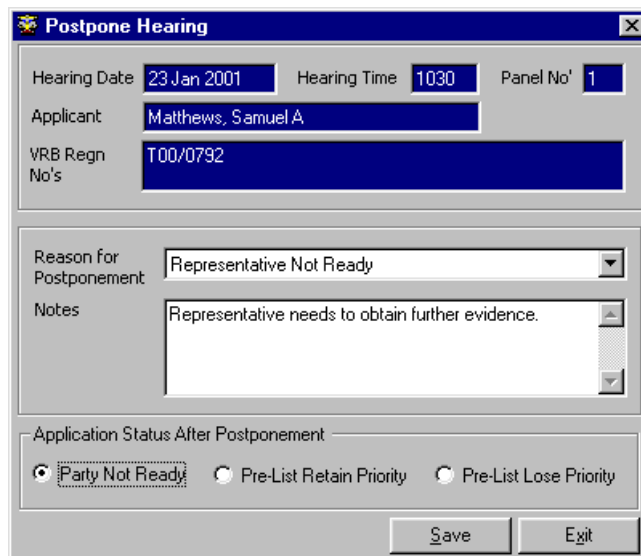
New Print Exit

List a stand-by case in the vacant hearing slot (see 7.3 above, *Listing an application to an Applied Panel*). As the applicant has already been advised of the Board's hearing arrangements for the stand-by case no notice is sent.

Position LOST and Not Ready

Choose a Reason for Postponement from the picklist and make an appropriate note.

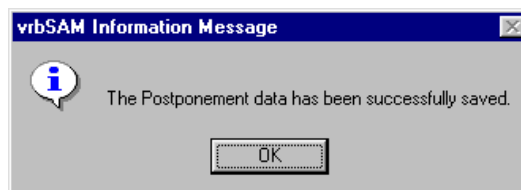
In the *Application Status After Postponement* field select the *Party Not Ready* option.



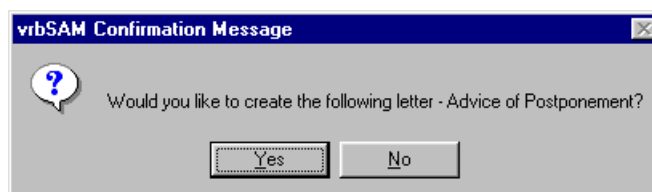
The 'Postpone Hearing' dialog box contains the following fields and controls:

- Hearing Date: 23 Jan 2001
- Hearing Time: 1030
- Panel No': 1
- Applicant: Matthews, Samuel A
- VRB Regn No's: T00/0792
- Reason for Postponement: Representative Not Ready (dropdown menu)
- Notes: Representative needs to obtain further evidence. (text area)
- Application Status After Postponement:
 - ☒ Party Not Ready
 - ☐ Pre-List Retain Priority
 - ☐ Pre-List Lose Priority
- Buttons: Save, Exit

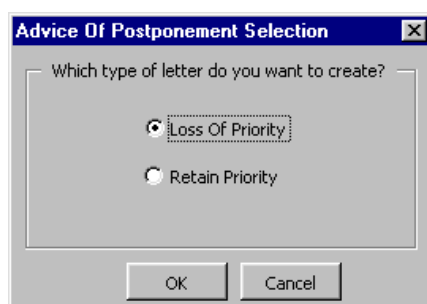
Save the record and the following confirmation message appears. Select *OK*.



The system then displays the following message.



Select Yes and the system creates the letter giving the following options.



Choose the *Loss of Priority* option, select *OK* then edit the letter.

The system will remove the *COR Receipt* date, the *Listing Queue Insertion Date*, add today's date to the field *Date that Parties Advise they are Not Ready to Proceed* and sets a resubmit date of today +28 days.

Application Maintenance				
VRB Registration No' T00/0792		Applicant: Samuel A Matthews Stage: Party Not Ready		
Admin Matters	Dismissal	AAI	S152	S31
Applicant	Veteran	Application	Application Dates	Matters
Date of				
Commission Decision		27 May 2000	DVA Lodgement	
		06 Jun 2000		
Date that the S137 Report was				
Received by the VRB		16 Jun 2000	Administrative Matter Items	
Sent out to the Representative		17 Jun 2000	Is there Confidential Information?	
			<input type="checkbox"/>	
			Is any information under Section 148(6A) required?	
			<input type="checkbox"/>	
Date that the				
S148 was Sent		17 Jun 2000	S148 Action Completed	06 Jul 2000
			S148 Follow Up Action Occurred	
Miscellaneous Dates				
Date that Parties Advise they are Not Ready to Proceed		14 Dec 2000	Application Finalisation	
COR Receipt		Resubmission	11 Jan 2001	Hearing Postponed
				thunti
<div> New Save Delete Notes Hearing Prep Hearing Letters Exit </div>				

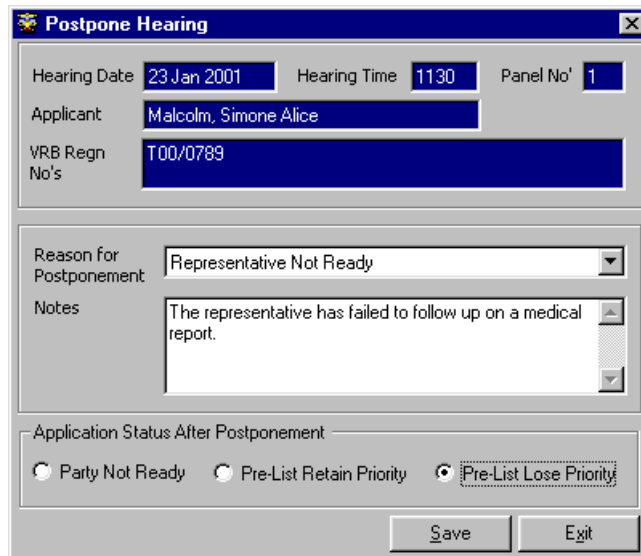
The stage should now be *Party Not Ready*.

Send a Certificate of Readiness to the applicant (letter L321), which can be returned when they are once again ready for a hearing. List a stand-by case in the vacant hearing slot (see 7.3 above, *Listing an application to an Applied Panel*). As the applicant has already been advised of the Board's hearing arrangements for the stand-by case no notice is sent.

Position LOST and Still Ready

Choose a *Reason for Postponement* from the picklist (eg *Applicant Not Ready* or *Representative Not Ready*) and make an appropriate note.

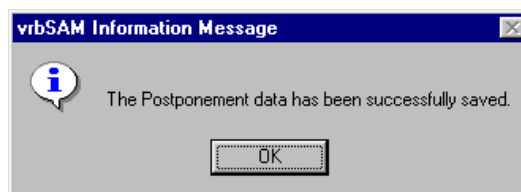
In the *Application Status After Postponement* field select the *Pre-List Lose Priority* option.



The 'Postpone Hearing' dialog box contains the following fields and options:

- Hearing Date: 23 Jan 2001
- Hearing Time: 1130
- Panel No: 1
- Applicant: Malcolm, Simone Alice
- VRB Regn No's: T00/0789
- Reason for Postponement: Representative Not Ready (selected in dropdown)
- Notes: The representative has failed to follow up on a medical report.
- Application Status After Postponement:
 - ☐ Party Not Ready
 - ☐ Pre-List Retain Priority
 - ☒ Pre-List Lose Priority
- Buttons: Save, Exit

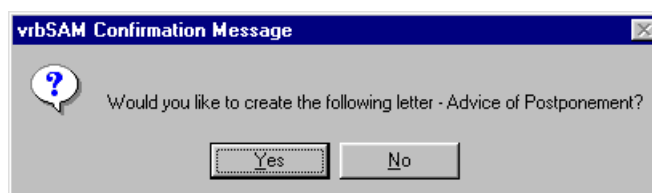
Save the record and the following confirmation message appears. Select *OK*.



The 'vrbSAM Information Message' dialog box displays the following:

- Icon: Information (i)
- Text: The Postponement data has been successfully saved.
- Button: OK

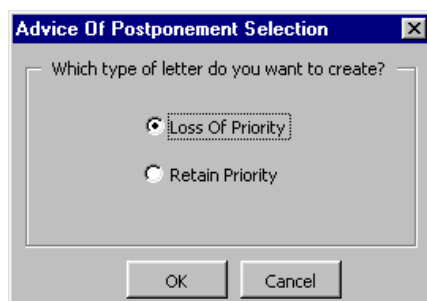
The system then displays the following message.



The 'vrbSAM Confirmation Message' dialog box displays the following:

- Icon: Question mark (?)
- Text: Would you like to create the following letter - Advice of Postponement?
- Buttons: Yes, No

Select Yes and the system creates the letter giving the following options.



The 'Advice Of Postponement Selection' dialog box contains the following:

- Text: Which type of letter do you want to create?
- Options:
 - ☒ Loss Of Priority
 - ☐ Retain Priority
- Buttons: OK, Cancel

Choose the *Loss of Priority* option, select *OK* then edit the letter.

The system has changed the *Listing Queue Insertion Date* to show today's date.

The screenshot shows the 'Application Maintenance' window with the following details:

- VRB Registration No:** T00/0789
- Applicant:** Simone Alice Malcolm
- Stage:** Pre-List
- Navigation Tabs:** Admin Matters, Dismissal, AAT, S152, S31, Applicant, Veteran, **Application**, Application Dates, Matters
- Processing:** This application is being processed by Registry: TAS, Current Responsibility: VRB
- Action Dates:** Date of S149 Action, Date of S151 Action
- Application Origin / Transfer Details:** Type: New Registration, Date of Action: 13 Dec 2000
- Archive Details:** Date, Location
- Attendance Details:** Type: Applicant and Representative attending, Representative: William Blogg
- Listing Queue:** Priority: Low, Listing Queue Insertion Date: 14 Dec 2000, Restrict Application: ☐
- Buttons:** New, Save, Delete, Notes, Hearing Prep, Hearing, Letters, Exit

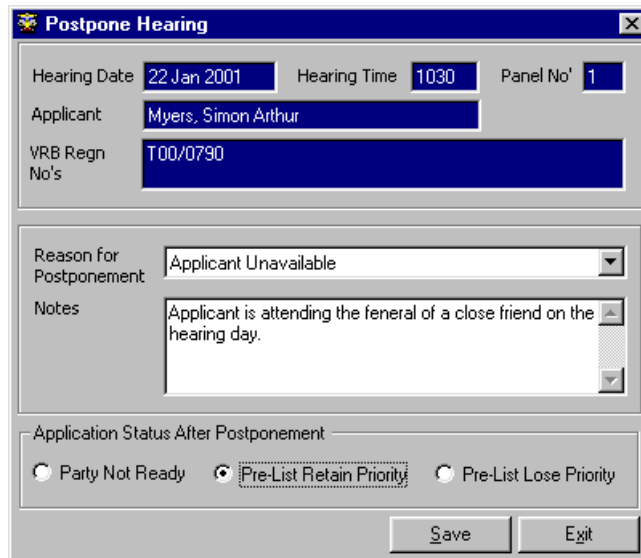
The stage should now be *Pre-List*.

List a stand-by case in the vacant hearing slot (see 7.3 above, *Listing an application to an Applied Panel*). As the applicant has already been advised of the Board's hearing arrangements for the stand-by case, no notice is sent.

Position RETAINED

Choose a *Reason for Postponement* from the picklist (eg *Applicant Unavailable* or *Representative Unavailable* or *Files Unavailable*) and make an appropriate note.

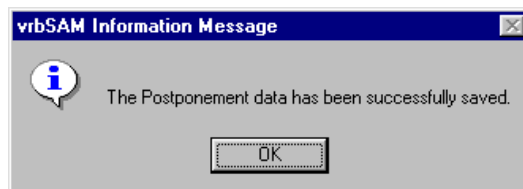
In the *Application Status After Postponement* field select the *Pre-List Retain Priority* option.



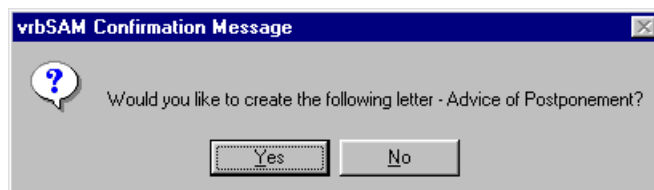
The 'Postpone Hearing' dialog box contains the following fields and options:

- Hearing Date: 22 Jan 2001
- Hearing Time: 1030
- Panel No: 1
- Applicant: Myers, Simon Arthur
- VRB Regn No's: T00/0790
- Reason for Postponement: Applicant Unavailable (selected from a dropdown)
- Notes: Applicant is attending the funeral of a close friend on the hearing day.
- Application Status After Postponement:
 - ☐ Party Not Ready
 - ☒ Pre-List Retain Priority
 - ☐ Pre-List Lose Priority
- Buttons: Save, Exit

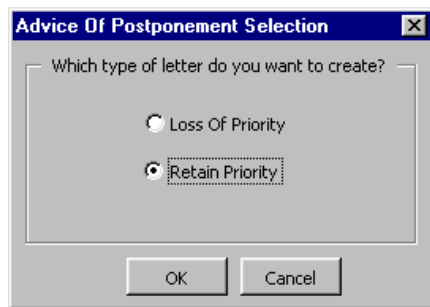
Save the record and the following confirmation message appears. Select *OK*.



The system then displays the following message.



Select Yes and the system creates the letter giving the following options.



Choose the *Retain Priority* option, select *OK* then edit the letter.

The system has removed the hearing record and retained the *Listing Queue Insertion Date*.

 A complex form titled "Application Maintenance" with a close button (X) in the top right corner. The form is divided into several sections. At the top, it shows "VRB Registration No' T00/0790" and "Applicant: Simon Arthur Myers" with "Stage: Pre-List". Below this are tabs for "Admin Matters", "Dismissal", "AAI", "S152", and "S31". Under the "AAI" tab, there are sub-tabs for "Applicant", "Veteran", "Application", "Application Dates", and "Matters". The "Application" sub-tab is active. The form contains several input fields and dropdown menus: "This application is being processed by" with a dropdown set to "TAS"; "Current Responsibility" with a dropdown set to "VRB"; "Date of S149 Action" and "Date of S151 Action" with empty text boxes; "Application Origin / Transfer Details" with "Type" set to "New Registration" and "Date of Action" set to "13 Dec 2000"; "Archive Details" with "Date" and "Location" text boxes; "Attendance Details" with "Type" set to "Applicant by phone - No Representative" and "Representative" with a text box; "Listing Queue" with "Priority" set to "Low" and "Listing Queue Insertion Date" set to "06 Jul 2000"; and a "Restrict Application" checkbox. At the bottom, there are buttons for "New", "Save", "Delete", "Notes", "Hearing Prep", "Hearing", "Letters", and "Exit".

The stage should now be *Pre-List*.

List a stand-by case in the vacant hearing slot (see 7.3 above, *Listing an application to an Applied Panel*). No notice is sent for stand-by cases, as the applicant has already been advised of the Board's arrangements for the application.

11 Withdrawals

11.3 Request for withdrawal before any hearing has taken place or commenced

Provided the hearing has not commenced (ie. if the matter is not adjourned under s151 or s152), an application can be withdrawn at any time without the consent of a Board Panel. Withdrawals must be in writing and bear the signature of the applicant (see 11.2.1 and 11.3.3 of the Operations manual).

In the 'Application Maintenance' window at the 'Matters' tab, select the matters to be withdrawn. In 'Matters Maintenance' at the field 'Matter Results', select the appropriate result from the combo box, tick the 'Matters Finalised' field and 'Save' the record. Continue until all the matters requested on the withdrawal have been completed.

The screenshot shows the 'Matters Maintenance' window. At the top, it displays 'VRB Registration No' as 'T99/1955' and 'Applicant' as 'Samuel Abraham Marks'. The 'Stage' is 'Party Not Ready'. Below this, there are fields for 'Commission Decision Type' (set to 'Entitlement') and 'Rating' (set to '0'). The 'Pension Rate Under Review' field is empty. The 'Matter Issue' is 'ischaemic heart disease'. The 'Matter Result' dropdown menu is open, showing several options: 'Withdrawn No Consent Required', 'Set Aside and Remitted', 'Set Aside Death', 'Vary', 'Withdrawn No Consent Required' (highlighted), 'Withdrawn Post Section 31', 'Withdrawn Section 155AA(4)', 'Withdrawn Section 155AB(4)', and 'Withdrawn With Consent'. The 'Comments' field is empty. At the bottom, there are checkboxes for 'Matter Finalised' (checked) and 'Adjourned Matter Published' (unchecked). The window has buttons for 'New', 'Save', 'Delete', 'Previous', 'Next', and 'Exit'.

11.4 Request for withdrawal after a hearing or once a hearing commences

If a request for withdrawal is made on the day of the hearing, the consent of the panel is required and must be detailed in the reasons given by the Board. Similarly if a matter has been previously adjourned by the Board the consent of a panel is required before the matter can be withdrawn.

On receipt of the signed reasons, in 'Matters Maintenance' at the field 'Matter Results', select the result 'Withdrawn With Consent' from the combo box, tick the 'Matters Finalised' field and 'Save' the record. Continue until all the matters determined for that application have been recorded.

11.5 Reopening a withdrawn application

If the Principal Member directs that a matter which has been withdrawn is to be reopened, follow the procedure for *Restoration* outlined after part 6.2.28 of this manual.

15 Adjournments

15.2.2 Non-Attendance

Where the applicant has failed to attend a hearing, after indicating they will be attending the hearing, and the application is adjourned, a 'Note' is to be created about the circumstances of the adjournment and explaining that the matter is relisted at the direction of the Registrar. Following the hearing of the adjournment decision (see chapter 17 of this manual), the 'Matter Result' 'Adjourned S151' is selected and the record 'Saved'.

The screenshot shows the 'Matters Maintenance' window. At the top, the 'VRB Registration No' is 'T99/1955' and the 'Applicant' is 'Samuel Abraham Marks'. The 'Stage' is 'Await Decision'. Below this, the 'Commission Decision Type' is 'Entitlement' and the 'Rating' is '0'. The 'Pension Rate Under Review' is empty. The 'Matter Issue' is 'ischaemic heart disease'. The 'Matter Result' is 'Adjourned S151'. The 'Decision' dropdown menu is open, showing a list of options: 'Adjourned S149', 'Adjourned S151' (highlighted), 'Adjourned S152', 'Affirm', 'Affirm Death', 'Dismissed Section 155AA(5)', 'Dismissed Section 155AA(7)', and 'Dismissed Section 155AB(5)'. The 'Comments' field is empty. At the bottom, there are checkboxes for 'Matter Finalised' and 'Adjourned Matter Published', both of which are unchecked. Below the checkboxes are buttons for 'New', 'Save', 'Delete', 'Previous', 'Next', and 'Exit'.

When the decision and reasons are published, the 'Adjourned Matter Published' box is ticked and the system updates the field 'Date of S151 Action' on the 'Application' tab.

The screenshot shows a dialog box titled 'S151 Status Update'. It contains the text: 'This action will update the S151 Status. Do you wish to continue?'. Below the text are two buttons: 'Yes' and 'No'.

When the published adjourned matter is 'Saved', the system updates the "PNR" date with that date.

The screenshot shows a dialog box titled 'Update Party Not Ready'. It contains the text: 'This action will update the Party Not Ready to Proceed Date. Do you want to continue?'. Below the text are two buttons: 'Yes' and 'No'.

Wherever possible, all adjourned matters should be relisted before the same panel members, or, at least, before the same Senior Member. So include the panel members from the adjourned hearing as 'Included Member'(s) on the 'Members' tab of the 'Hearing Preparation Maintenance' window. To do this double click on a blank row and add the members name. Generate standard

letter RV15:1 'Advice of adjournment following failure to attend'. (See screens in part 7.3 of his manual). If the application is to be listed immediately, place the date in the 'COR Date', 'Save', select Yes to add a 'List Queue Insertion Date', and generate letter L81 'Listing Instructions'.

15.2.3 Inadequate case preparation and could have been avoided

Where the adjournment falls under the provisions of this section in the Operations Manual, a 'Note' is to be created about the circumstances of the adjournment, explaining that the matter is only to be relisted at the direction of the Registrar.

Following the hearing (see chapter 17 of this manual), the matter result 'Adjourned S151' is selected and the record 'Saved'.

The screenshot shows the 'Matters Maintenance' window. At the top, it displays 'VRB Registration No' as 'T99/1955' and 'Applicant' as 'Samuel Abraham Marks'. The 'Stage' is 'Await Decision'. Below this, the 'Commission Decision Type' is set to 'Assessment' with a 'Rating' of '0'. The 'Pension Rate Under Review' is 'pension assessment at 30% of the General rate'. The 'Matter Issue' field is empty. The 'Matter Result' is 'Adjourned S151'. The 'Decision' and 'Comments' fields are also empty. At the bottom, there are checkboxes for 'Matter Finalised' (unchecked) and 'Adjourned Matter Published' (checked). Navigation buttons at the bottom include 'New', 'Save', 'Delete', 'Previous', 'Next', and 'Exit'.

When the decision and reasons are published, the 'Adjourned Matter Published' box is ticked and the system updates the field 'Date of S151 Action' on the 'Application' tab.

The screenshot shows a dialog box titled 'S151 Status Update'. It contains the text: 'This action will update the S151 Status. Do you wish to continue?'. There are two buttons: 'Yes' and 'No'.

When the published adjourned matter is 'Saved', the system updates the "PNR" date with that date.

The screenshot shows a dialog box titled 'Update Party Not Ready'. It contains the text: 'This action will update the Party Not Ready to Proceed Date. Do you want to continue?'. There are two buttons: 'Yes' and 'No'.

Application Maintenance				
VRB Registration No' T99/1955		Applicant: Samuel Abraham Marks Stage: Party Not Ready		
Admin Matters	Dismissal	AAI	S152	S31
Applicant	Veteran	Application	Application Dates	Matters
Date of				
Commission Decision		02 Dec 1999	DVA Lodgement 22 Dec 1999	
Date that the S137 Report was		Administrative Matter Items		
Received by the VRB 09 Feb 2000		Is there Confidential Information? <input checked="" type="checkbox"/>		
Sent out to the Representative		Is any information under Section 148(6A) required? <input type="checkbox"/>		
Date that the				
S148 was Sent 10 Feb 2000		S148 Action Completed 03 Apr 2000	S148 Follow Up Action Occurred 17 Mar 2000	
Miscellaneous Dates				
Date that Parties Advise they are Not Ready to Proceed 01 Sep 2000		Application Finalisation		
COR Receipt	Resubmission 30 Nov 2000	Matter updated with S151 Status.		thunti
New	Save	Delete	Notes	Hearing Prep
Hearing		Letters		Exit

Generate standard letter RV15:2 'Advice of Adjournment Due to Inadequate Case Preparation by Advocate' (include a standard letter L321 [or L323] COR with the letter). If a COR is already received, the application is relisted for hearing (see procedures in 7.3 of this manual), but only if the Registrar is satisfied that the matter is now properly prepared. Wherever possible, all adjourned matters should be relisted before the same panel members, or, at least, by the same Senior Member. So include the panel members from the adjourned hearing as an 'Included Member' on the 'Members' tab of the 'Hearing Preparation Maintenance' window. To do this double click on a blank row and add the members names. Depress the 'Notes' button and make an entry such as "Refer to the Registrar before placing in the listing queue" (see screens in part 7.3 of his manual).

15.2.4 – 15.2.5 Standard adjournment

Following the hearing of the adjournment decision (see chapter 17 of this manual), the 'Matter Result' 'Adjourned S151' is selected and the record 'Saved'.

When the decision and reasons are published, the 'Adjourned Matter Published' box is ticked and the system updates the field 'Date of S151 Action' on the 'Application' tab.

When the published adjourned matter is 'Saved', the system updates the "PNR" date with that date.

Wherever possible, all adjourned matters should be relisted before the same panel members, or, at least, before the same Senior Member. So include the panel members from the adjourned hearing as 'Included Member'(s) on the 'Members' tab of the 'Hearing Preparation Maintenance' window. To do this double click on a blank row and add the members name. Generate standard letter RV15:1 'Advice of adjournment following failure to attend'. (See screens in part 7.3 of his manual). If the application is to be listed immediately, place the date in the 'COR Date', 'Save', select Yes to add a 'List Queue Insertion Date', and generate letter L81 'Listing Instructions'.

The screenshot shows the 'Application Maintenance' window with the following details:

- VRB Registration No:** T98/1023
- Applicant:** Stuart Arthur Marvin
- Stage:** Pre-List
- Tabs:** Admin Matters, Dismissal, AAT, S152, S31, Applicant, Veteran, Application, **Application Dates**, Matters.
- Date of:**
 - Commission Decision: 15 Dec 1998
 - DVA Lodgement: 22 Dec 1998
- Date that the S137 Report was:**
 - Received by the VRB: 01 Feb 1999
 - Sent out to the Representative: [Empty]
- Administrative Matter Items:**
 - Is there Confidential Information? ☐
 - Is any information under Section 148(6A) required? ☐
- Date that the:**
 - S148 was Sent: 01 Feb 1999
 - S148 Action Completed: 22 Feb 1999
 - S148 Follow Up Action Occurred: [Empty]
- Miscellaneous Dates:**
 - Date that Parties Advise they are Not Ready to Proceed: 01 Sep 1999
 - Application Finalisation: [Yellow Highlighted]
 - COR Receipt: [Empty]
 - Resubmission: 31 Oct 1999
 - Parties Not Ready To Proceed: [Empty]
- Buttons:** New, Save, Delete, Notes, Hearing, Letters, Exit.

Generate standard letter RV15:4 'Advice of Adjournment – Unrepresented Applicant' if the applicant is unrepresented or RV15:5 4 'Advice of Adjournment –Represented Applicant' if the applicant is represented (include a standard letter L321 [or L323] COR with the letter). If a COR is already received, the application is relisted for hearing (see procedures in 7.3 of this manual).

Wherever possible, all adjourned matters should be relisted before the same panel members, or, at least, before the same Senior Member. So include the panel members from the adjourned hearing as an 'Included Member'(s) on the 'Members' tab of the 'Hearing Preparation Maintenance' window. To do this double click on a blank row and add the members names.

16. Section 152 requests

16.1.3 Decision to adjourn under section 152

Where a matter is adjourned by the Board under section 152 to ask the Secretary of the Department to obtain information (see 16.5.1 of the Operations Manual and chapter 17 of this manual), at the window 'Matters Maintenance', select the matter issue(s) adjourned under section 152 and in the field 'Matter Results' select 'Adjourned 152' from the combo box. Complete all the 'Matter Results'. When the decision is ready to be published ensure that, for all matters, the 'Matter Finalised' or 'Adjourned Matter Published' box is ticked.

The screenshot shows the 'Matters Maintenance' window. At the top, the 'VRB Registration No' is 'T99/1955' and the 'Applicant' is 'Samuel Abraham Marks'. The 'Stage' is 'Await Decision'. Below this, the 'Commission Decision Type' is set to 'Entitlement' with a 'Rating' of '0'. The 'Pension Rate Under Review' field is empty. The 'Matter Issue' is 'chest problems'. The 'Matter Result' dropdown is set to 'Adjourned S152'. The 'Decision' dropdown is open, showing a list of options: 'Adjourned S149', 'Adjourned S151', 'Adjourned S152' (which is highlighted), 'Affirm', 'Affirm Death', 'Dismissed Section 155AA(5)', 'Dismissed Section 155AA(7)', and 'Dismissed Section 155AB(5)'. The 'Comments' field is empty. At the bottom, the 'Matter Finalised' checkbox is unchecked, and the 'Adjourned Matter Published' checkbox is checked. The window has buttons for 'New', 'Save', 'Delete', 'Previous', 'Next', and 'Exit'.

'Exit' the record and the system takes the user to the 'Application Maintenance' window, 'S152' tab. In the field 'Hearing Date' put the date of the adjournment, at the field 'Request sent to DVA' put the date the decision was published to the Department, and in the field 'S152 Reason' select an appropriate entry from the combo box.

Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **S152 Action**

Applicant Veteran Application Application Dates Matters
 Admin Matters Dismissal AAI **S152** S31

Hearing Date **01 Sep 2000** Response Received from DVA
 Request Sent to DVA **11 Sep 2000** Sent to Senior Member
 S152 Reason **Medical evidence** Applicant Notified of S152 Result
 S152 Action followed up with DVA S152 Action Completed

Senior Member
 Name
 Comments

New Save Delete Notes Hearing Prep Hearing Letters Exit

‘Save’ the record and the system creates a system note, modifies the resubmission date to the date the 152 was requested from DVA + 90 days, and blanks all subsequent date fields on the tab.

Update Resubmission Date

Currently, the resubmission date is 30 Nov 2000. Would you like to update the resubmission date to be 10 Dec 2000?

Yes No

16.6.2 Follow up of S152 request

If, after 90 days from publication, the Department has not replied to the request for further information place the date in the field ‘S152 Action followed up with DVA’.

‘Save’ the record and the system creates a system note, and modifies the resubmission date to the section 152 follow up date + 90 days. Depress the ‘Notes’ button and make a note detailing the progress by the Department.

Follow up requests every 90 days until a reply is received.

16.7.1 Replies to requests

When a reply to a section 152 request is received from the Department, the procedures detailed in section 16.7 of the Operations Manual are to be complied with.

In the ‘Application Maintenance’ window, at the ‘S152’ tab, in the field ‘Response Received from DVA’ place the date of receipt and ‘Save’ the record.

Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **S152 Action**

Applicant Veteran Application Application Dates Matters
 Admin Matters Dismissal AAI **S152** S31

Hearing Date **01 Sep 2000** Response Received from DVA **18 Dec 2000**
 Request Sent to DVA **11 Sep 2000** Sent to Senior Member
 S152 Reason **Medical evidence** Applicant Notified of S152 Result
 S152 Action followed up with DVA **12 Dec 2000** S152 Action Completed

Senior Member
 Name **[Yellow Highlight]**
 Comments

New Save Delete Notes Hearing Prep Hearing Letters Exit

16.7.3 Reply sent to Senior Member

In the 'Application Maintenance' window, at the 'S152' tab, in the field 'Sent to Senior Member' place the date, in the field 'Senior Member – Name' select the Senior Member from the picklist and 'Save' the record. The system creates a system note and generates standard letter RV16:4 (Advise of S152 reply).

Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **S152 Action**

Applicant Veteran Application Application Dates Matters
 Admin Matters Dismissal AAI **S152** S31

Hearing Date **01 Sep 2000** Response Received from DVA **18 Dec 2000**
 Request Sent to DVA **11 Sep 2000** Sent to Senior Member **20 Dec 2000**
 S152 Reason **Medical evidence** Applicant Notified of S152 Result
 S152 Action followed up with DVA **12 Dec 2000** S152 Action Completed

Senior Member
 Name **Robert Eadie**
 Comments

New Save Delete Notes Hearing Prep Hearing Letters Exit

16.7.4 Senior Member reply

The Senior Member may:

- direct that the matter be listed for hearing (see 16.8 below);
- require that a supplementary request be made to the department (see 16.7.5 below);
- require that a request under section 148(6A) be made to the Department (see 6.1.6 of this manual);
- or ask that the original request be complied with (see 16.7.5 below).

Enter the details of the senior Member's reply in the field 'Comments'. 'Save' the record.

Where the Section 152 action is completed, place the dates in the fields 'Applicant Notified of S152 Result' and 'S152 Action Completed'. 'Save' the record.

Application Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
 Stage: S152 Action

Applicant Veteran Application Application Dates Matters
 Admin Matters Dismissal AAT **S152** S31

Hearing Date	01 Sep 2000	Response Received from DVA	18 Dec 2000
Request Sent to DVA	11 Sep 2000	Sent to Senior Member	20 Dec 2000
S152 Reason	Medical evidence	Applicant Notified of S152 Result	10 Jan 2001
S152 Action followed up with DVA	12 Dec 2000	S152 Action Completed	10 Jan 2001

Senior Member

Name: Robert Eadie

Comments: To be listed for a resumed hearing.

New Save Delete Notes Hearing Prep Hearing Letters Exit

Follow the procedures in 16.8 of this manual.

16.7.5 Supplementary section 152 Request or Request to Comply with original section 152 request

If the Senior Member asks for supplementary information, or has decided that the response from the Department does not comply with the original request, a letter is prepared by the Registrar and sent to the Department. Copies of this letter and the documentation already supplied by the department, are sent to the applicant and their representative.

In the 'Application Maintenance' window, at the 'S152' tab, 'S152 Action followed up with DVA' place the date. 'Save' the record and the system

creates a system note, and modifies the resubmission date to the section 152 follow up date + 90 days.

Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **S152 Action**

Applicant	Veteran	Application	Application Dates	Matters
Admin Matters	Dismissal	AAI	S152	S31

Hearing Date: **01 Sep 2000** Response Received from DVA:

Request Sent to DVA: **11 Sep 2000** Sent to Senior Member:

S152 Reason: **Medical evidence** Applicant Notified of S152 Result:

S152 Action followed up with DVA: **10 Jan 2001** S152 Action Completed:

Senior Member

Name: **Robert Eadie**

Comments: **Response does not confirm diagnosis. Further request sent to DVA.**

Update Resubmission Date

Would you like to update the Resubmission date to be 10 Apr 2001?

Depress the 'Notes' button and make a note detailing the nature of the follow up with the Department. On receipt of the reply follow 16.7.3 above.

16.7.6 Senior Member request under S148(6A)

If the Senior Member makes a request for further investigation under S148(6A), make a suitable entry in the field 'Senior Member – Direction', place the date in the field 'S152 Action Completed', 'Save' the record and follow the procedure at 6.1.6 of this manual.

Application Maintenance

VRB Registration No' T99/1955

Applicant: Samuel Abraham Marks
Stage: S152 Action

Applicant Veteran Application Application Dates Matters
Admin Matters Dismissal AAI S152 S31

Hearing Date 01 Sep 2000 Response Received from DVA
Request Sent to DVA 11 Sep 2000 Sent to Senior Member
S152 Reason Medical evidence Applicant Notified of S152 Result
S152 Action followed up with DVA S152 Action Completed 10 Jan 2001

Senior Member
Name Robert Eadie
Comments A further request has been made under section 148(6A).

New Save Delete Notes Hearing Prep Hearing Letters Exit

Administrative Matters

VRB Registration No' T99/1955

Applicant: Samuel Abraham Marks
Stage: Admin Action

General Death Validity Confidential 148(6A)

Information Requested Psychiatric report
Date of Request 12 Jan 2001
S148(6A) Action Complete

Administrative Hearing Date
Administrative Hearing Results
Comments

Save Delete Exit

Following completion of the S148(6A) request (including any computer action in 'SAM'), treat the reply as if it was a S152 reply and follow 16.7.3 above.

16.8 Relisting Applications following section 152 adjournment

Where the section 152 request is satisfactory, in the 'Application Maintenance' window, at the 'S152' tab, in the field 'Senior Member – Direction' state that the matter can be relisted for hearing, in the field 'Applicant Notified of S152 Result' place the date of receipt and 'Save' the record.

Application Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
 Stage: S152 Action

Applicant	Veteran	Application	Application Dates	Matters
Admin Matters	Dismissal	AAI	S152	S31

Hearing Date: 01 Sep 2000 Response Received from DVA: 18 Dec 2000
 Request Sent to DVA: 11 Sep 2000 Sent to Senior Member: 20 Dec 2000
 S152 Reason: Medical evidence Applicant Notified of S152 Result: 10 Jan 2001
 S152 Action followed up with DVA: 12 Dec 2000 S152 Action Completed: 10 Jan 2001

Senior Member: Robert Eadie
 Comments: To be listed for a resumed hearing.

New Save Delete Notes Hearing Prep Hearing Letters Exit

If the program asks you if you want to enter the date as the 'List Queue Insertion Date', select NO.

Update Listing Queue

Would you like to update the Listing Queue Insertion date to be 10 Jan 2001?

Yes No

Go to the 'Application Dates' tab and at the 'COR Date' put the date. Select the 'Application' tab and the record and the system asks about updating the listing queue insertion date.

Application Maintenance

VRB Registration No: T99/1955 Applicant: Samuel Abraham Marks
 Stage: S152 Action

Admin Matters	Dismissal	AAI	S152	S31
Applicant	Veteran	Application	Application Dates	Matters

Date of Commission Decision: 02 Dec 1999 DVA Lodgement: 22 Dec 1999

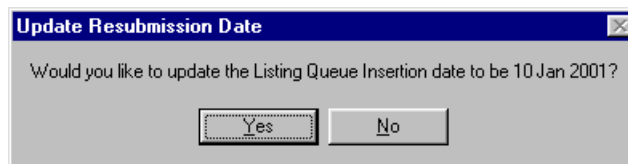
Date that the S137 Report was Received by the VRB: 09 Feb 2000
 Sent out to the Representative: []

Administrative Matter Items
 Is there Confidential Information? ☒
 Is any information under Section 148(6A) required? ☐

Date that the S148 was Sent: 10 Feb 2000 S148 Action Completed: 03 Apr 2000 S148 Follow Up Action Occurred: 17 Mar 2000

Miscellaneous Dates
 Date that Parties Advise they are Not Ready to Proceed: [] Application Finalisation: []
 COR Receipt: 10 Jan 2001 Resubmission: [] []

New Save Delete Notes Hearing Prep Hearing Letters Exit



Select Yes and change the 'Listing Queue – Priority' to 'Medium'.

 A complex form titled "Application Maintenance" with a close button (X) in the top right corner. The form contains several sections:

- Top section: VRB Registration No' T99/1955, Applicant: Samuel Abraham Marks, Stage: S152 Action.
- Navigation tabs: Admin Matters, Dismissal, AAI, S152, S31. Below these are sub-tabs: Applicant, Veteran, Application (selected), Application Dates, Matters.
- "This application is being processed by" section: Registry TAS, Current Responsibility VRB, Date of S149 Action (empty), Date of S151 Action (empty).
- "Application Origin / Transfer Details" section: Type Restored, Date of Action 31 Aug 2000, Archive Details (Date, Location).
- "Attendance Details" section: Type In absentia, Representative (empty).
- "Listing Queue" section: Priority Medium, Listing Queue Insertion Date 10 Jan 2001, Veteran Deceased? (checkbox), Restrict Application (checkbox).
- Bottom buttons: New, Save, Delete, Notes, Hearing Prep, Hearing, Letters, Exit.

'Save' the record and the system asks about recording the hearing preparation information. Select Yes. Check that hearing details are still correct and complete if necessary.

Go to the 'Members' tab and select the 'Add' button. Select 'Include Members' and add the members who sat on the adjourned hearing.

 A dialog box titled "Select Hearing Preparation ..." with a close button (X) in the top right corner. The text inside says: "Please choose which type of member to record". There are two radio buttons: "Included Member" (selected) and "Excluded Member". At the bottom, there are two buttons: "Ok" and "Cancel".

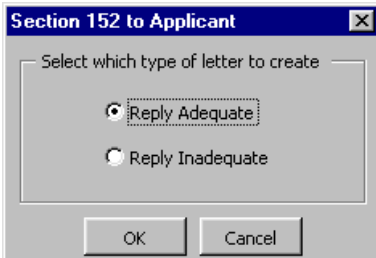


The 'Hearing Preparation Maintenance' window displays the 'Members' tab. It shows the VRB Registration No. as T99/1955 and the Applicant as Samuel Abraham Marks, with the Stage set to Pre-List. Below the tabs, there are two lists: 'Included Member' and 'Excluded Member'. The 'Included Member' list contains three entries: Blaikie, David Caryl; Bryce, Stuart Alexander; and Eadie, Robert. The 'Excluded Member' list is currently empty. At the bottom of the lists are 'Add' and 'Delete' buttons. At the very bottom of the window are 'Save', 'Delete', and 'Exit' buttons.

Included Member	Excluded Member
Blaikie, David Caryl	
Bryce, Stuart Alexander	
Eadie, Robert	

'Save' the record and 'Exit' the screen. The stage should now be 'Pre-List'. Go to 'Letters' and print out the form 'L81 Listing Instructions'.

Go back to 'Letters' and generate the standard letter L161 'Section 152 to Applicant'. Select the 'Reply Adequate' option.



The 'Section 152 to Applicant' dialog box prompts the user to 'Select which type of letter to create'. It features two radio button options: 'Reply Adequate' (which is selected) and 'Reply Inadequate'. At the bottom are 'OK' and 'Cancel' buttons.

Include numbered copies of the 152 reply with that letter. Update all section 137 reports held by the Board.

17. Reasons for decision

At the conclusion of the hearing, the members of the hearing panel make a decision on the application and prepare reasons for their decision.

Post Hearing

Following the hearing of an application open the application record and select the Hearing button. In the *Hearing Maintenance* window, on the Hearing Info tab, in the field *Tape Number*, place the numbers of the tapes used. If the applicant was present tick the *Applicant Present* box. If the representative (or advocate) was present tick the *Representative Present* box. If there were other people at the hearing include their names in the *Others Present* text field. Make any relevant comments. Save the record

The screenshot shows the 'Hearing Maintenance' window with the 'Hearing Info' tab selected. The window contains the following fields and controls:

- Date:** 22 Jan 2001
- Time:** 930
- Panel No':** 1
- Location:** Hobart
- Applicant:** Marks, Sydney Andre
- Panel Members:**
 - Presiding Member: Upton, Margaret Anne
 - Service Member: Thorpe, Peter
 - Other Member: Vaughn, Matthew Malcolm
- VRB Registration No's:** T00/0791
- Attendance Reply:**
 - Received: 08 Jan 2001
 - Follow Up: (empty)
- Tape Number:** T1234567
- Applicant Present:** ☒
- Representative Present:** ☒
- Others Present:** Mrs Marks
- Comments:** (empty text area)
- Buttons:** Save, Exit

Select the Decisions/Reasons tab. Double click on the yellow *Author* field and select the author from the *Panel Members* screen. Continue to select the second and third members. Save the record.

Hearing Maintenance

Date: 22 Jan 2001 Time: 930 Panel No: 1
 Location: Hobart Applicant: Marks, Sydney Andre

Decisions/Reasons

Signatures

	T00/0791
Author	Thorpe, Peter
Author Draft	
Draft Typed	
Author Correction	
Correction Typed	
Member To Author	
Changes Made	
Signed By Author	
Second Member	Upton, Margaret Anne
To 2nd Member	
2nd To Author	
Signed by 2nd	
Third Member	Vaughn, Matthew Malcolm
To 3rd Member	
3rd To Author	
Signed by 3rd	
Ready to Publish	
Comments	

Double-Click application heading for Matters.

Double click the file number on the line above the author that opens the *Matter Maintenance* window. Record the *Matter Results* for each issue then Save the record.

DO NOT TICK the 'Matter Finalised' or 'Adjourned Matter Published' boxes at this time, as those boxes are ticked once the decision has been published. (See *Finalising the matters and the application* below for details on this procedure.)

Matters Maintenance

VRB Registration No: T00/0791 Applicant: Marks, Sydney Andre
 Stage: Listed

Commission Decision Type: Entitlement Rating: 0

Pension Rate Under Review:

Matter Issue: post auricular furuncle

Matter Result: Set Aside and Remitted

Decision:

Comments:

Matter Finalised ☐ Adjourned Matter Published ☐

Finalising the matters and the application

Final Post Hearing Actions

During the preparation of the reasons for decision, an accurate record of the file movements between the members should be made. When appropriate the dates of those file movements must be entered into the appropriate fields of the *Hearing Maintenance* screen, *Decisions/Reasons* tab.

When the decisions and reasons are ready to publish, on the *Decisions/Reasons* tab, the *Ready to Publish* field must be completed. If no date exists in this field, the system **will not finalise** the application record.

Hearing Maintenance		
Date	22 Jan 2001	Time 900 Panel No' 1
Location	Hobart	Applicant Marks, Sydney Andre
<div> <div>Hearing Info</div> <div>Decisions/Reasons</div> </div>		
Signatures		
	T00/0791	
Author	Thorpe, Peter	
Author Draft	23 Jan 2001	
Draft Typed	23 Jan 2001	
Author Correction	23 Jan 2001	
Correction Typed	24 Jan 2001	
Member To Author		
Changes Made		
Signed By Author	24 Jan 2001	
Second Member	Upton, Margaret Anne	
To 2nd Member	24 Jan 2001	
2nd To Author		
Signed by 2nd	25 Jan 2001	
Third Member	Vaughn, Matthew Malcolm	
To 3rd Member	26 Jan 2001	
3rd To Author		
Signed by 3rd	26 Jan 2001	
Ready to Publish	26 Jan 2001	
Comments		
<div> <div>Double-Click application heading for Matters.</div> <div>Save</div> <div>Exit</div> </div>		

Exit the screen.

Decision and Reasons Covering Letter

In the application record, select the Letters Button. Print the *Decisions & Reasons Covering Letter*. See 17.4.1 and 17.4.3 below.

Completing the matters and finalising the application

In the 'Application Maintenance' window at the 'Matters' tab, one at a time, select the matters that are completed.

Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Await Decision**

Admin Matters Dismissal AAT S152 S31
 Applicant Veteran Application Application Dates **Matters**

Decision Type	Matter	Current Pension Rate	Result
Entitlement	ischaemic heart disease		
Assessment		pension assessment at 30%	
Entitlement	acute sinusitis		

Add Modify

New Save Delete Notes Hearing Prep Hearing Letters Exit

In 'Matters Maintenance' at the field 'Matter Results', confirm the appropriate result then tick the 'Matter Finalised' or 'Adjourned Matter Published' field and 'Save' the record, the system writes a note about the result. Repeat for all finalised matters.

Matters Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Await Decision**

Commission Decision Type **Assessment** Rating **0**

Pension Rate Under Review **pension assessment at 30% of the General rate**

Matter Issue

Matter Result **Set Aside and Increase**

Decision

Comments

Matter Finalised ☒ Adjourned Matter Published ☐

New Save Delete Previous Next Exit

Where the result is to 'vary' the diagnosis of the claimed condition, select the matter result, tick 'Matter Finalised' and 'Save' the record.

Matters Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Await Decision**

Commission Decision Type: Entitlement Rating: 0

Pension Rate Under Review:

Matter Issue: acute sinusitis

Matter Result: Vary

Decision:

Comments:

Matter Finalised ☒ Adjourned Matter Published ☐

New **Save** **Delete** **Previous** **Next** **Exit**

Depress the 'New' button and add the new matter issue that replaces the varied condition.

Matters Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
Stage: **Await Decision**

Commission Decision Type: Entitlement Rating: 0

Pension Rate Under Review:

Matter Issue: rhinitis

Matter Result: Set Aside and Assess

Decision:

Comments:

Matter Finalised ☒ Adjourned Matter Published ☐

New **Save** **Delete** **Previous** **Next** **Exit**

When all the matters are finalised, the system places the date that the last matter was completed in the field 'Application Finalisation' and locks the application from amendment. Only a Supervisor or Administrator can restore a finalised application.

Application Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Application Finalised**

Admin Matters Dismissal AAT S152 S31
 Applicant Veteran Application **Application Dates** Matters

Date of
 Commission Decision **02 Dec 1999** DVA Lodgement **22 Dec 1999**

Date that the S137 Report was
 Received by the VRB **09 Feb 2000**
 Sent out to the Representative

Administrative Matter Items
 Is there Confidential Information? ☒
 Is any information under Section 149(6A) required? ☐

Date that the
 S148 was Sent **10 Feb 2000** S148 Action Completed **03 Apr 2000** S148 Follow Up Action Occurred **17 Mar 2000**

Miscellaneous Dates
 Date that Parties Advise they are Not Ready to Proceed Application Finalisation **04 Sep 2000**
 COR Receipt **30 Jun 2000** Resubmission

New Save Delete Notes Hearing Prep Hearing Letters Exit

17.4 Publication of Decisions and Reasons

Depending upon the outcome of the hearing, different procedures for publication occur for applications that are not finalised. For adjournments under section 151 of the Act, see chapter 15 of this manual. For adjournments under section 152 of the Act, see chapter 16 of this manual.

17.4.1 Publication letter

When the reasons and decision are completed and have been signed off by all the members, they are published to all parties, accompanied by standard letter L173 'Decisions and Reasons covering letter' and form RV17:4, 'AAT rights of appeal information'.

17.4.3 Adjournment publication letters

S151 publication letters are found in L151 'Advice of Adjournment. See chapter 15. Options available are:

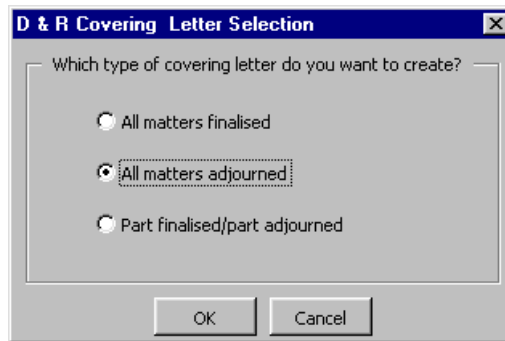
Advice Of Postponement Selection

Which type of letter do you want to create?

☒ Failure to Attend
☐ Inadequate Case Preparation by Advocate
☐ Obtain More Evidence

OK Cancel

S152 publication letters are found as a part of L173 'Decisions and Reasons covering letter'. See chapter 16. Options available are:



18. Administrative Appeals Tribunal

Select the 'Application Maintenance' window, 'AAT' tab and select 'Add'.

Application Maintenance

VRB Registration No' **T99/1955**

Applicant: **Samuel Abraham Marks**
Stage: **Application Finalised**

Applicant | Veteran | Application | Application Dates | Matters
Admin Matters | Dismissal | **AAT** | S152 | S31

AAT Application No'	AAT Hearing Date	Result Date	AAT Results

Add **Modify**

New **Save** **Delete** **Notes** **Hearing Prep** **Hearing** **Letters** **Exit**

Enter the full 'AAT Application No.' and appropriate dates in the fields: 'Date 29(11) Notice Received'; and 'VRB Hearing Date'. If the decision under review is a decision of the Board, ie not affirmed, tick the field 'VRB Responsible for Report'. 'Save' the record and the system creates a system note about the receipt of the application to the AAT.

AAT Maintenance

VRB Registration No' **T99/1955**

Applicant: **Samuel Abraham Marks**
Stage: **Application Finalised**

AAT Application No' **T2000/345**

Date 29(11) Notice Received **04 Oct 2000** VRB Hearing Date **04 Sep 2000**

VRB Responsible for Report ☐

Date S37 Report Sent to AAT

Date of Statement of Issues

Date of Statement of Facts & Contentions

Date of AAT Hearing

Result Date

Conference Dates

Is this an appeal against a dismissal? ☐

Is there an appeal to the Federal Court? ☐

AAT Results

Comments

New **Save** **Delete** **Exit**

Should the Board be responsible for the preparation of the section 37 document, when the report is completed, in the field 'Date S37 Report Sent to AAT', enter the date the section 37 document was sent to the parties.

The Administrative Assistant in the Principal Registry is responsible for completing any further entries on the 'AAT' tab. It is expected that entries will only appear for matters where the decision of the Board is under review (ie Set-Aside or Dismissed).

AAT Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Application Finalised**

AAT Application No' **T2000/345**

Date 29(11) Notice Received **04 Oct 2000** VRB Hearing Date **04 Sep 2000**

VRB Responsible for Report ☒ Conference Dates

Date S37 Report Sent to AAT **15 Oct 2000**

Date of Statement of Issues

Date of Statement of Facts & Contentions

Date of AAT Hearing

Result Date

Is this an appeal against a dismissal? ☐

Is there an appeal to the Federal Court? ☐

AAT Results

Comments

New **Save** **Delete** **Exit**

Dismissal - if the decision under review is a decision of the Board to dismiss the application (for review of the decision of the Repatriation Commission), tick the field 'VRB Responsible for Report'. As there is no 'VRB Hearing Date', do not place a date in this field. 'Save' the record and the system creates a system note about the receipt of the application to the AAT. If the appeal to the Administrative Appeals Tribunal is against a dismissal, the VRB File is forwarded to the Executive Officer and a system 'Note' made about that file movement. (See procedures at 6.2.27 of this manual.)

AAT Maintenance

VRB Registration No' **T99/1955** Applicant: **Samuel Abraham Marks**
 Stage: **Application Finalised**

AAT Application No' **T2000/345**

Date 29(11) Notice Received **04 Oct 2000** VRB Hearing Date

VRB Responsible for Report ☒ Conference Dates

Date S37 Report Sent to AAT

Date of Statement of Issues

Date of Statement of Facts & Contentions

Date of AAT Hearing

Result Date

Is this an appeal against a dismissal? ☒

Is there an appeal to the Federal Court? ☐

AAT Results

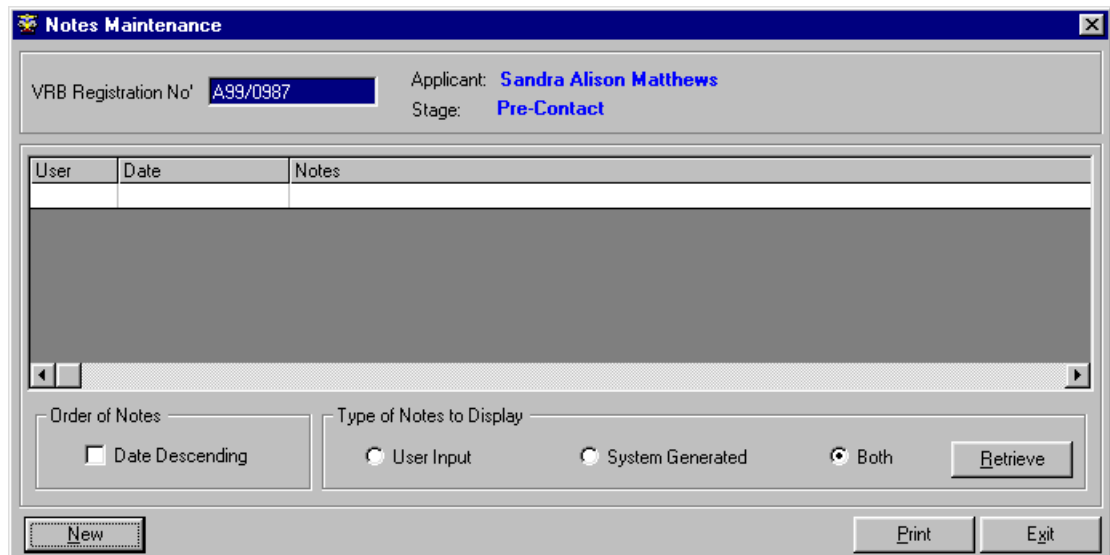
Comments

New **Save** **Delete** **Exit**

19. FOI, Ombudsman, AD(JR)Act

19.2 FOI

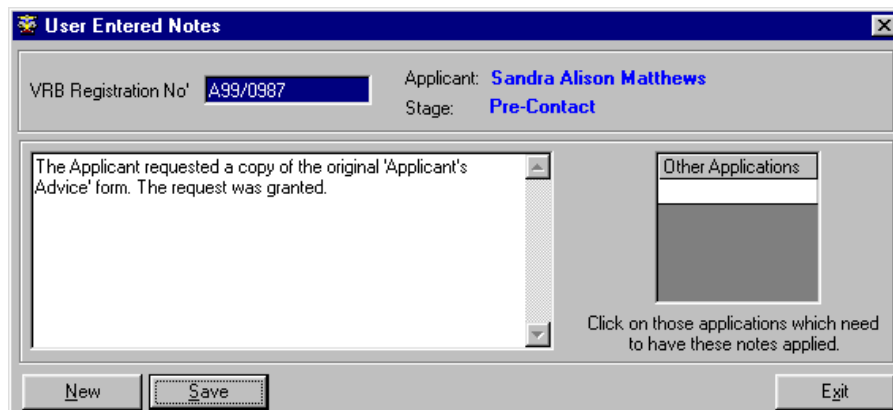
Where a request for Freedom of Information is made to access records held by the Board for an application, a 'Note' must be made, outlining the request, the result of the request and detailing the documents released for viewing.



The 'Notes Maintenance' window displays the VRB Registration No' as A99/0987 and the Applicant as Sandra Alison Matthews, with the Stage set to Pre-Contact. It features a table with columns for User, Date, and Notes. Below the table, there are options for 'Order of Notes' (Date Descending) and 'Type of Notes to Display' (User Input, System Generated, Both). A 'Retrieve' button is located next to the 'Both' option. At the bottom, there are 'New', 'Print', and 'Exit' buttons.

User	Date	Notes
------	------	-------

Select 'New' and a 'User Entered Notes' box appears.

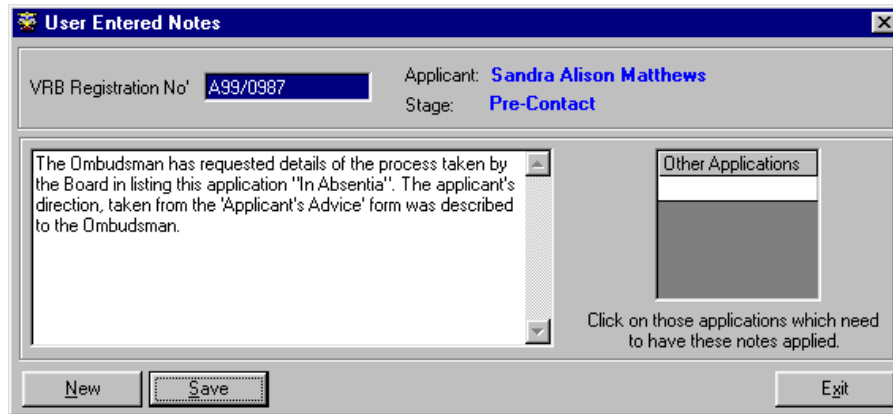


The 'User Entered Notes' window shows the same VRB Registration No' (A99/0987) and Applicant (Sandra Alison Matthews) information. It contains a text area where a note has been entered: 'The Applicant requested a copy of the original 'Applicant's Advice' form. The request was granted.' To the right, there is a section for 'Other Applications' with a list box and a button. Below this, a message states: 'Click on those applications which need to have these notes applied.' At the bottom, there are 'New', 'Save', and 'Exit' buttons.

'Save' the 'Note'.

19.3 Ombudsman

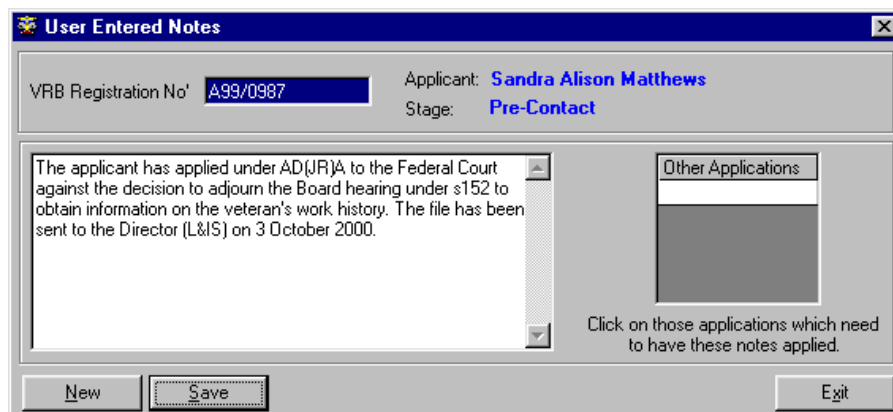
Where the Ombudsman receives an inquiry about a Board application, and the board is approached to provide information, a 'Note' must be made outlining the request, the result of the request, and detailing any actions that have been taken by the Board.



The screenshot shows a window titled "User Entered Notes". At the top, it displays "VRB Registration No" as "A99/0987" and "Applicant" as "Sandra Alison Matthews". Below this, "Stage" is listed as "Pre-Contact". The main text area contains the following note: "The Ombudsman has requested details of the process taken by the Board in listing this application 'In Absentia'. The applicant's direction, taken from the 'Applicant's Advice' form was described to the Ombudsman." To the right of the text area is a section titled "Other Applications" with a list box and a button. Below the list box, it says "Click on those applications which need to have these notes applied." At the bottom of the window are three buttons: "New", "Save", and "Exit".

19.4 AD(JR)Act

Where a person applies to the Federal Court under the AD(JR)Act, a system 'Note' must be made, outlining the nature of the application, the actions taken to supply details of the Board decision, or actions regarding the production of the section 13 statement. The Board file is generally forwarded to the Director (Legal and Information Services) and this should also be detailed in the 'Notes'.



The screenshot shows the same "User Entered Notes" window. The "VRB Registration No" is "A99/0987" and the "Applicant" is "Sandra Alison Matthews". The "Stage" is "Pre-Contact". The main text area contains the following note: "The applicant has applied under AD(JR)A to the Federal Court against the decision to adjourn the Board hearing under s152 to obtain information on the veteran's work history. The file has been sent to the Director (L&IS) on 3 October 2000." The "Other Applications" section and the bottom buttons ("New", "Save", "Exit") are the same as in the previous screenshot.

Completed Applications

Completed applications can be viewed by selecting the Criteria button located next to the 'VRB Registration No.' field, on the 'Application Maintenance' window.

Then in the 'Application Status' field select 'Finalised'.

Include either the 'VRB Registration Number' or, the 'Applicant' or 'Veteran surname', select 'OK' and choose the application from the list provided by double clicking on the appropriate entry line.

VRB Registration No.	Applicant	Veteran	DVA File Num
A00/0789	Matiz, Simeon A	Matiz, Simeon A	NSS999999E

Interstate Transfers

At present, only 'Administrators' can perform transfers of records from state to state on VrbSAM. The function will be available to 'Supervisors' in the near future.

Where an applicant, either directly or through DVA, advises the Board that they have moved interstate, the application is to be transferred to the appropriate state registry.

In the 'Application Maintenance' window, at the 'Application' tab in the field 'This application is being processed by – Registry', from the combo box select the Registry name that the application is going to. In the field 'Application Origin – Type', from the combo box select 'Transferred In'. 'Save' the record and the system adds the current date in the field 'Date of Origin' (in the example below the application is being transferred from Tasmania to New South Wales on 4 September 2000).

Application Maintenance

VRB Registration No' **A00/0789**

Applicant: **Simeon A Matiz**
Stage: **Pre-Contact**

Admin Matters Dismissal **AAT** S152 S31
Applicant Veteran **Application** Application Dates Matters

This application is being processed by
Registry: **NSW** Current Responsibility: **DVA** Date of S149 Action:
Date of S151 Action:

Application Origin / Transfer Details
Type: **Transferred In** Date of Action: **04 Sep 2000**
Archive Details
Date:
Location:

Attendance Details
Type: **(None)** Representative:

Listing Queue
Priority: **Low** Listing Queue Insertion Date:
Veteran Deceased? ☐
Restrict Application ☐

New Save Delete Notes Hearing Prep Hearing Letters Exit

The application is now assigned to the new registry and, while the old registry can still view the details of the application, only the new registry can amend the record.

Delete Records

‘Supervisors’ have the ability to delete system record in VrbSAM.

Records should only be deleted if the record has been created in error.

Details of deleted records must be notified immediately to Marian Hodge in the Principal Registry. Marian can then check that all associated data has been removed.

Marian requires the:

- Deleted file number;
- Applicant Name;
- Veteran Name;
- The date the file was created; and
- The date the file was deleted.

Contact Marian by e-mail at **marian.hodge@dva.gov.au**

Security

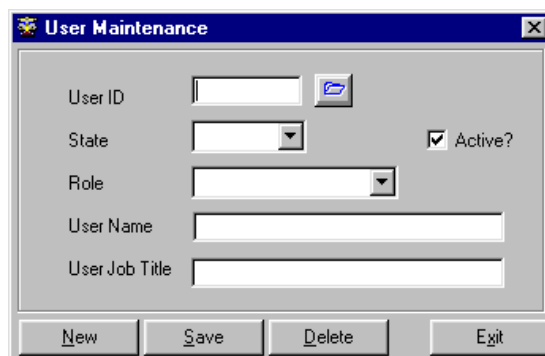
SAM Users

The VRB SAM program is only accessible by those users with a VRB security access. Security levels and their descriptions are:

- View Only – read only access to application data
- DVA Staff - restricted to data entry in the ‘Applicant’ tab, ‘Veteran’ tab, and the fields ‘Commission Decision’ and ‘DVA Lodgement’ on the ‘Application Dates’ tab.
- Data Entry – restricted data entry of applications and some tables
- Supervisor – perform data entry on applications, update most tables, delete and restore applications
- Administrator – absolute update access to all data

Only an ‘Administrator’ can add new users or amend security levels.

Go to the ‘VRB System for Application Management’ menu, select ‘Maintenance’, Reference Data Maintenance’, ‘User Maintenance’ and the following screen appears.



Select ‘New’ to add a new user or the picklist icon to select an existing user.

Notes


In addition to access security, there is modification security in place on all system generated ‘notes’. If the system writes a system ‘note’, that note cannot be edited or deleted, even by the Administrator(s). Additional ‘notes’ should be written to explain errors and changes. It will also not be possible to delete a record; however, errors can be reported to a Supervisor, who will contact the Administrator, who may correct the record.

Restricted Access to applications





Some application records will be sensitive and in others the applicant might be a Board member or a family member of a person working with the Board. These records can be restricted so that only those users with a security of 'Supervisor' or 'Administrator' can access these application records.





To restrict an application a 'Supervisor' or an 'Administrator' selects the tick box field 'Restrict Application' on the 'Application' tab and 'Saves' the record.





Application Maintenance



VRB Registration No' **A00/0789**  Applicant: **Simeon A Matiz**
 Stage: **Pre-Contact**

Admin Matters Dismissal **AAI** S152 S31
 Applicant Veteran **Application** Application Dates Matters

This application is being processed by
 Registry **NSW**  Current Responsibility **DVA**  Date of S149 Action 
 Date of S151 Action 

Application Origin / Transfer Details
 Type **Transferred In**  Date of Action **04 Sep 2000**  Archive Details
 Date  Location 

Attendance Details
 Type **(None)**  Representative   

Listing Queue
 Priority **Low**  Listing Queue Insertion Date  Veteran Deceased? ☐
 Restrict Application ☒

New Save Delete Notes Hearing Prep Hearing Letters Exit

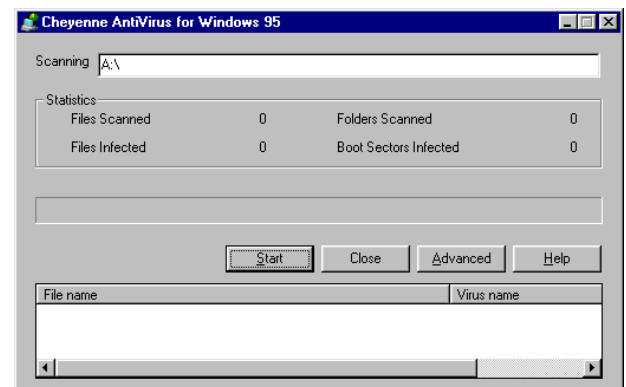
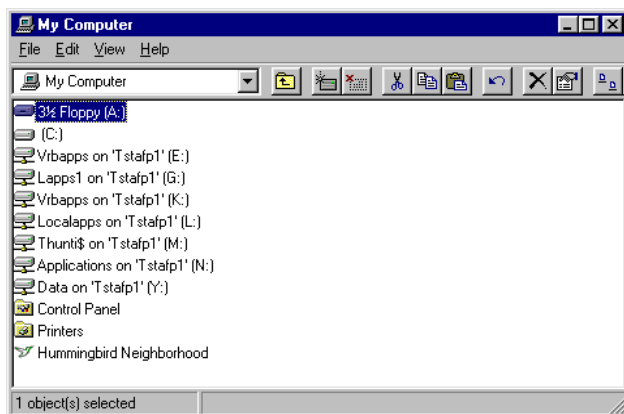
Virus detection

Floppy disks

If floppy disks are to be used either on notebook or desktop computers, they *must* be scanned for viruses *on every occasion* before any files are accessed or copied from them.

To scan for viruses, do the following (it should take less than a minute):

1. Place the floppy disk in the disk drive.
2. Double click on the **My Computer** Icon
3. Click the **RIGHT** mouse button on the Floppy A: drive icon
4. Select and click on **Scan for viruses**
5. Click on **Start**



If no virus is discovered, you may proceed to use that disk.

If a virus is detected, follow the instructions on screen and notify the Admin Officer or Registrar.

All e-mails are automatically scanned for viruses.

Field Descriptions

Application Maintenance

VRB Registration No. *The VRB Registration Number supplied by DVA*

Applicant

Surname

Given name

Title

Is the applicant the veteran

DVA client ID

DVA file No.

Address

THIS PART IS STILL UNDER DEVELOPMENT.

Letters

THIS PART IS STILL UNDER DEVELOPMENT.

Reports

SAM REPORTS – selection options

Applications

(1) Application Notes

[VRB number]

(i) Notes to print

- (a) User entered Notes
- (b) System entered Notes
- (c) System & User entered Notes

(ii) Sort by

- (a) User entered Notes
- (b) System entered Notes
- (c) System & User entered Notes

(2) Applications By Stage

[State]

[On & before (date)]

(i) Stage

- (a) Pre-Contact – S137
- (b) Pre-Contact – S148
- (c) Await S148 Reply
- (d) S152 Action
- (e) Party Not Ready

(ii) Sort by

- (a) VRB Registration No
- (b) Applicant

(3) Applications Finalised

[State]

[Enter Finalised Date Range: From - To]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Finalised Date

Applications continued

(4) Applications For Listing

[State]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Representative
- (d) Attendance
- (e) List queue date
- (f) Priority

(5) Applications For Resubmission

[State]

[Enter Resubmission Date Range: From - To]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Representative
- (d) Resubmission Date
- (e) Stage
- (f) Resubmission User

(6) Applications Outstanding

[State]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Lodgement Date
- (d) Stage

(7) Applications More than 2yrs Old

(i) All Applications

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Representative/
- (e) Organisation
- (f) Stage

(ii) Not Ready for Hearing

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Representative/
- (e) Organisation
- (f) Stage

Applications continued.

(7) Applications More than 2yrs Old

(iii) Dismissal Action Under Taken

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Representative/
- (e) Organisation
- (f) S155aa date
- (g) S155AB date

(8) Applications With no stage [State]

Sort by

- (a) VRB number
- (b) Applicant

(9) Applications By Postcode

[State]

[Postcodes - From – To]

[Representative]

[Applications Finalised][Enter Date Finalised range– From–To]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Representative/
- (e) Organisation
- (f) Postcode
- (g) Stage

(10) Applications Check Validity [State]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Decision

(11) Applications Administrative Action

[State]

[On or Before (date)]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Representative/
- (d) Organisation
- (e) Administrative Action Type
- (f) Date Action Commenced

Applications continued

(12) Applications S31 Action

[State]

[On or Before (date)]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Representative/
- (d) Organisation
- (e) Date Action Commenced

(13) Applications Published (Adjourned – NOT finalised)

[State]

[On or Before (date)]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Representative/
- (d) Organisation
- (e) Date Action Commenced

(14) Applications Party Not Ready with Adjourned S151

[State]

[Postcodes - From – To]

[Representative]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Representative/
- (e) Organisation
- (f) Published S151 Date

(15) Applications Within 3 Months of Potential Dismissal Action

[State]

[Postcodes - From – To]

[Representative]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Representative/
- (e) Organisation

Applications continued

(16) Applications Outstanding with No Representative

[State]

Sort by

- (a) VRB number
- (b) Applicant
- (c) Lodgement date
- (d) Stage

(17) Applications Incomplete Address or Title

[State]

(18) Check Applicant Is Veteran

[State]

(19) Compare Applicant and Veteran Name

[State]

Decisions

(1) Decisions outstanding

[State]

[On & Before: Date]

Hearings

(1) Checklist Possible Conflict Members

[State]

Sort by

- (a) VRB Registration No
- (b) Applicant

(2) Record of Proceedings

[State]

[Enter Hearing Date Range: From – To]

[Panel Number]

(3) Listing Schedule

[State]

[Enter Hearing Date Range: From – To]

[Panel Number]

(4) Reception Schedule

[State]

[Enter Hearing Date Range: From – To]

Hearings Continued

(5) Schedule of Cases To Be Heard

[State]

[Enter Hearing Date Range: From – To]

(6) V9 Card Not Received

[State]

[Enter Hearing Date Range: From – To]

Sort by

(a) VRB Registration No

(b) Applicant

(c) Representative

(d) Hearing Date

Itinerary

(1) Member Allocation

[Member]

[Itinerary Reference]

[Itinerary: From – To]

Matters

(1) Matters by Application]

(i) All Applications

[Matter]

Sort by

(a) Matter

(b) Registry

(ii) Current Applications

[Matter]

Sort by

(a) Matter

(b) Registry

(iii) Finalised Applications

[Matter]

Sort by

(a) Finalised Date

(b) Matter

(c) Registry

Representative

(1) **Representative – All Applications** [State]

(i) All Applications

[Representative/Organisation]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Representative

(ii) Current Applications

[Representative/Organisation]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Representative

(iii) Finalised Applications

[Enter Finalised Date Range: From – To]

[Representative/Organisation]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Representative

(2) **Representative – Party Not Ready**

[State]

[Representative/Organisation]

Sort by

- (a) VRB Registration No
- (b) Applicant
- (c) Representative

(3) **Representative – Listing Schedule**

[State]

[Enter Hearing Date Range: From – To]

(4) **List Of Representatives**

[Postcodes: From – To]

Representative/Organisation

- (a) Select All Reps With No Organisation
- (b) Inactive
- (c) [Representative]

Sort by

- (a) Representative
- (b) Organisation
- (c) Postcode

Executive

(1) **Disable Registries**

[New South Wales]
[Victoria]
[Queensland]
[South Australia]
[Western Australia]
[Tasmania]
[Australian Capital Territory]

Who is on (button)

(2) **Statistics**

[State]
[Enter Date Range: From – To]

(3) **Times Taken**

[State]
[Enter Date Range: From – To]

(4) **Age & Classification**

[State]
[Representative/Organisation]
[Select all Reps with no Organisation]

(5) **D&R Times Taken For Application**

[State]
[Enter Hearing Date Range: From – To]
Sort by
 (a) Author
 (b) Second Member
 (c) Third Member
 (d) Hearing Date

(6) **Applications Finalised with Both ASS and ENT Issues**

[Enter Finalised Date Range: From – To]

(7) **Number f Entitlement and Assessment Issues**

[Finalised Applications?]
[Enter Finalised Date Range: From – To]

(8) **No Applications Attached**

Type of Report
 (a) Applicant
 (b) Veteran

Executive Continued

(9) Author Times Taken

[State]

[Enter Hearing Date Range: From – To]

[Member]

Sort by

(a) Hearing Date

(b) Times Taken

(10) 2nd Member Times Taken

[State]

[Enter Hearing Date Range: From – To]

[Member]

Sort by

(a) Hearing Date

(b) Times Taken

(11) 3rd Member Times Taken

[State]

[Enter Hearing Date Range: From – To]

[Member]

Sort by

(a) Hearing Date

(b) Times Taken