

3.1 In this chapter

This chapter relates to applications for review of a decision that are dealt with in any of the following divisions: General; Freedom of Information; Taxation & Commercial and Veterans' Appeals.

This chapter does not contain information relating to applications that are dealt with in the Migration & Refugee Division or the Social Services & Child Support Division (SSCS Division). However, it does cover applications for second review of decisions made in the SSCS Division which are dealt with in the General Division.

Once you have completed your check of the application and created the new TRACS record and case file you usually need to take the following steps:

1. acknowledge receipt of the application (see 3.2)
2. notify the respondent about the application (see 3.3)
3. notify any other parties and invite interested persons to apply to be joined (where applicable – see 3.4)
4. list the first conference for the application (see 3.5)
5. receive the T documents (see 3.6)
6. conduct outreach for self-represented individuals (see 3.7).

Not all of these steps are required in every case.



Applications in the National Disability Insurance Scheme and Security Divisions are also processed differently – see Chapters 11 and 12 for more information.



For most applications, you can use the standard letters. There are special letters for applications that need to be treated differently.

More detailed information about each of the steps follows after the table, including an explanation of any special letters.

¹ See 2.5.6 for more information about significant matters.

3.2 Acknowledge receipt

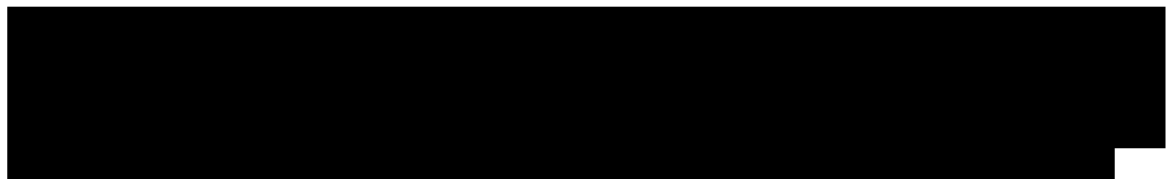
Following receipt of an application, you send a letter to the applicant telling them that the AAT has received their application.² The acknowledgement letter includes a range of information, including about the T documents (see 3.6 for information about Tribunal documents), and what will happen next in the review process.

The letter for most applications is C03.01: General – Application Acknowledgment – Applicant Letter.



3.2.1 Special letters for acknowledging receipt

There are special letters in TRACS available for acknowledging receipt of the following kinds of applications (see Table 3A).





² This is required by s 29AC of the AAT Act.

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

National Disability Insurance Scheme (NDIS)

The NDIS acknowledgement letter to the applicant is specific to this jurisdiction. It reflects the different terminology and case management processes used by the AAT when reviewing decisions of the National Disability Insurance Agency. The Outreach resubmit for this letter is 3 days, which is much shorter than in any other jurisdiction.

[REDACTED]

3.3.1 Special letters for notifying the respondent

There are special letters for notifying the respondent about the following kinds of applications: see Table 3A.

National Disability Insurance Scheme (NDIS)

This notice to the respondent reflects the special terminology and case management processes used in this jurisdiction. A special section 29AC letter is available when the applicant in the NDIS jurisdiction has lodged an interlocutory application at the same time as lodging the application for review.

[REDACTED]