



Management of Applications approaching or exceeding 90 days on 18 March 2015

March 2015

Applications that remain open as at midnight 17 March 2015 will have their 'Finalisation by Date' automatically updated to become 90 days from date of receipt, not 90 days from 'Documents Complete'. This is specifically relevant for those applications that have yet to progress to 'Documents Complete', at the time they will have a blank Finalisation by Date, to save manual calculation errors this fix will be deployed.

As a consequence of this data fix it is forecast that a number of applications will on the 18 March be identified as falling outside the 90 day period.

To ensure these applications are not disadvantaged due to a process change the following management actions are required – see notes below.

Prerequisite

The Finalisation by Date is approaching or has now exceeded the 90 day period.

Procedure:

Note: There is no stipulated time frame for management of these applications other than to action in a timely manner

1. Determine which applications are over 42 days old or over 90 days and require review (**report will be provided**)
2. Take action accordingly:
 - 2.1 Incomplete applications: Send *Incomplete application 80(1)(b) Request for supporting documentation* letter and insert the *Paragraph Insert Template Extension of time to process application* if appropriate.
 - 2.2 Complete applications: Assess application for outstanding requirements and send *Complete application 80(1)(b) Request for additional information* letter and insert the *Paragraph Insert Template Extension of time to process application* if appropriate.
 - 2.3 Applications awaiting receipt of further information or pending a Committee/Board decision send *Extension of time to process application*.
3. Refer to the following ROPD operational procedures:
 - Requesting to extend the legislative period (90-day period)
 - Requesting further information from the applicant

Note: All correspondence templates are located in TRIM folder CF13/668-6

NOTE: It is not intended that applications will immediately be taken to be refused in accordance with section 85 of the National Law as a way of cleaning up open applications that are older than 90 days. Action must follow the regulatory principles and afford procedural fairness.