



Application Management Operational Directive – Withdrawing applications

March 2015

Related Documents

Policy Framework Document

Version control and history

Title	Application Management Operational Directive – Withdrawing applications
Policy Area	Application management
Version number and history	1.0
Applies to	Application Lodgement, Assessment, Decision-making and Finalisation processes
Audience	All AHPRA staff, including managers, directors, officers responsible for processing, assessing and deciding applications for registration, renewal or endorsement.
Date of effect	
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Policy Author	Director Registration QLD, National Director Registration
Policy Area Sponsor	Executive Director Regulatory Operations

Purpose

The Executive Director Regulatory Operations is issuing this operational directive to AHPRA staff responsible for the processing of applications for registration, renewal and endorsement.

State and Territory Managers are accountable for ensuring that the responsible staff adhere to the operational directive and business rules. The business rules define how AHPRA will work in supporting the National Boards and their delegates to make decisions about health practitioners in an effective, efficient, transparent and fair way.

1.1.1 Objective of process

This document sets out the mechanisms and processes for withdrawing applications for registration, endorsement or renewal to ensure AHPRA staff are consistently recording and managing the outcomes of applications.

1.1 Legislative requirements

The Board may exercise its available powers under the National Law before deciding an application for registration (section 80), endorsement (section 100) or renewal (section 110) (e.g. to provide further information, to undertake an assessment). Notices must state “a reasonable time” within which the applicant must comply.

Sections 80(5) and 100(3) provide that:

The applicant is taken to have withdrawn the application if, within the stated time, the applicant does not comply with a requirement under subsection (1).

The general powers in section 25 of the National Law are not a suitable mechanism by which AHPRA may discontinue activity on an application, for instance on an incomplete application.

1.2 Implications for application processing

1.1.2 [Withdrawing applications](#)

An application may only be withdrawn:

- on written request by the applicant, or
- as a result of failure by the applicant to comply with a notice issued under section 80, 100 or 110 of the National Law.

If a notice is issued requiring further evidence to meet the requirements under section 77(2), 99(2) or 107(4) (to achieve a complete application) a Manager must review the case prior to actioning the withdrawal to ensure that only evidence necessary to complete the application were outstanding.

1.1.3 [Record](#)

Details must be recorded within Pivotal of the reason for the withdrawal of an application, and all relevant documentation and correspondence appropriately linked to the application record.

1.1.4 [Advice to applicant](#)

Correspondence must be sent to the applicant confirming that their application has been withdrawn, the reason for the withdrawal, and that they will be forwarded a refund of relevant fees. Information may need to be obtained from the applicant in order to process the refund.