

332 Administer appeals

Summary

Initiate and administer the contesting of appeals and act on the outcomes

You will apply the following skills:

- Analysing
- Application of law and procedure
- Communicating
- Decision making
- Interviewing
- Negotiating
- Organising
- Planning
- Problem solving
- Reading
- Researching
- Evaluating
- Team working
- Using numbers
- Using technology
- Report writing

Performance Indicators

You will:

1. Open the appeals file or record receipt of the appeal
2. Review the case file, grounds for appeal and initial judicial determination
3. Make a decision on how to proceed
4. File report and refer case file recommendation
5. Identify and collect additional evidence and materials relevant to the appeal
6. Consult the relevant people where necessary
7. Liaise with the relevant judicial body as necessary
8. Liaise with and support the advocate if required
9. Take responsibility for any follow up actions
10. Respond to requests for further information
11. If required, attend the appeal hearing, complying with any Code of Conduct for personal attendance
12. If required, proceed with the case as appropriate to the outcomes of the appeal
13. Communicate and action the outcome and update all records

Knowledge

You will know:

1. The administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
2. You will know the obligations and duties of presenting an appeal to the judiciary or court by an advocate and witnesses
3. Your organisation's policies, procedures and constraints that affect administrative services in your area of responsibility and how to apply them
4. Legal and organisational requirements covering the security and confidentiality of information
5. The importance of accuracy and attention to detail when dealing with information in a legal context
6. How to access and use the sources of information that you need
7. How to identify evidence that is sufficient, reliable and valid
8. What evidence is needed, and why
9. How to check evidence and materials are complete
10. How to identify and obtain evidence that you have not been provided with
11. Who to consult if further information is needed
12. The software used by your organisation for the recording and processing of appeals
13. Your organisation's house style and requirements for presentation of case files, reports and recommendations
14. What constitutes grounds for appeal
15. Legal and regulatory requirements that apply to appeals
16. How to review and make recommendations on appeals, and decide when further information is needed
17. The kinds of further information that might be requested
18. Your organisation's requirements for the presentation and organisation of documents for an appeal hearing
19. How to act on the decision about an appeal
20. The Code of Conduct for personal attendance at appeal hearings
21. How to prepare yourself for a hearing, if you have to attend one yourself
22. Legislation, regulations and codes of practice that apply in the sector to your area of work
23. How to prepare the documentation for a case that is not to be contested
24. The records (paper and electronic) that need to be updated to record the outcome of the appeal, and how to do this
25. Who to inform of the outcomes of an appeal, and why
26. Where and when to refer matters that are beyond your authority
27. The courses of action that are available to the appellant
28. Working culture and practices in the sector