

GUIDELINES FOR COMPILING BEST PROGRAM ACTIVITY REPORTS

As a condition for receiving funding under the DVA BEST Program we are required to provide half yearly and annual reports covering the activities undertaken by volunteer and paid practitioners, both for Pensions Officers/Advocates and Welfare Officers.

Future funding allocations will be based on documented workloads provided by the bidding ESO/Association which will be subject to data matching against claims received by DVA. Only those organisations that provide a minimum level of support, as determined by the ESO Round Table, will be eligible to receive BEST Funding.

During the period July – December 2012, a trial Activity Report, in Microsoft EXCEL format, was implemented by the BEST Joint Venture (Tasmania) with a view to having data available to assist in our bid to gain an appropriate level of funding for Round 15 (July 13 – June 14) and subsequent Rounds. While some Support Centres and Practitioners provided reports in a suitable format, many did not. Let there be no mistake, future funding will only be allocated to those practitioners who can provide evidence of meeting the required minimum workload.

In recent years, a number of modifications have been made to the TESSA Activity Worksheet Reports. These guidelines are issued to assist in the preparation of these Reports.

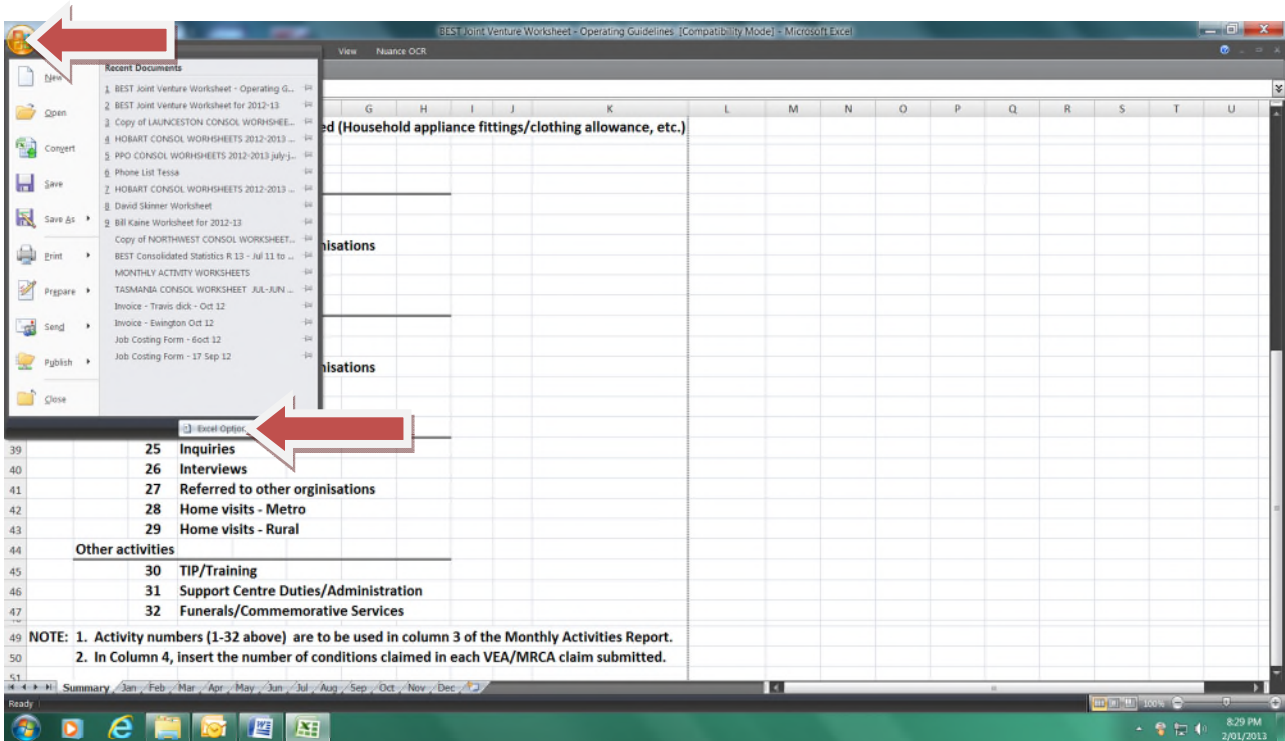
The Activity Report is in Microsoft EXCEL format and needs to be completed in that format. The Report is self-calculating so do not enter any data in fields that are 'Yellow' in colour. The Report, in its entirety, is to be forwarded to Noeleen Lincoln, the TESSA Secretary/administrative coordinator, at the end of each month. Noeleen's email address is noeleen.lincoln@rsltas.org.au. She can also be reached on 6242 8900. The coordinators task is to consolidate the TESSA information in preparation for the twice yearly report required by DVA.

The "Activity Type Worksheet Summary", part of which is shown below identifies the activity number associated with the type of support provided by Pensions and Welfare Practitioners. The full list can be accessed by clicking on the "Summary" Folder (Page 1) of the EXCEL worksheet.

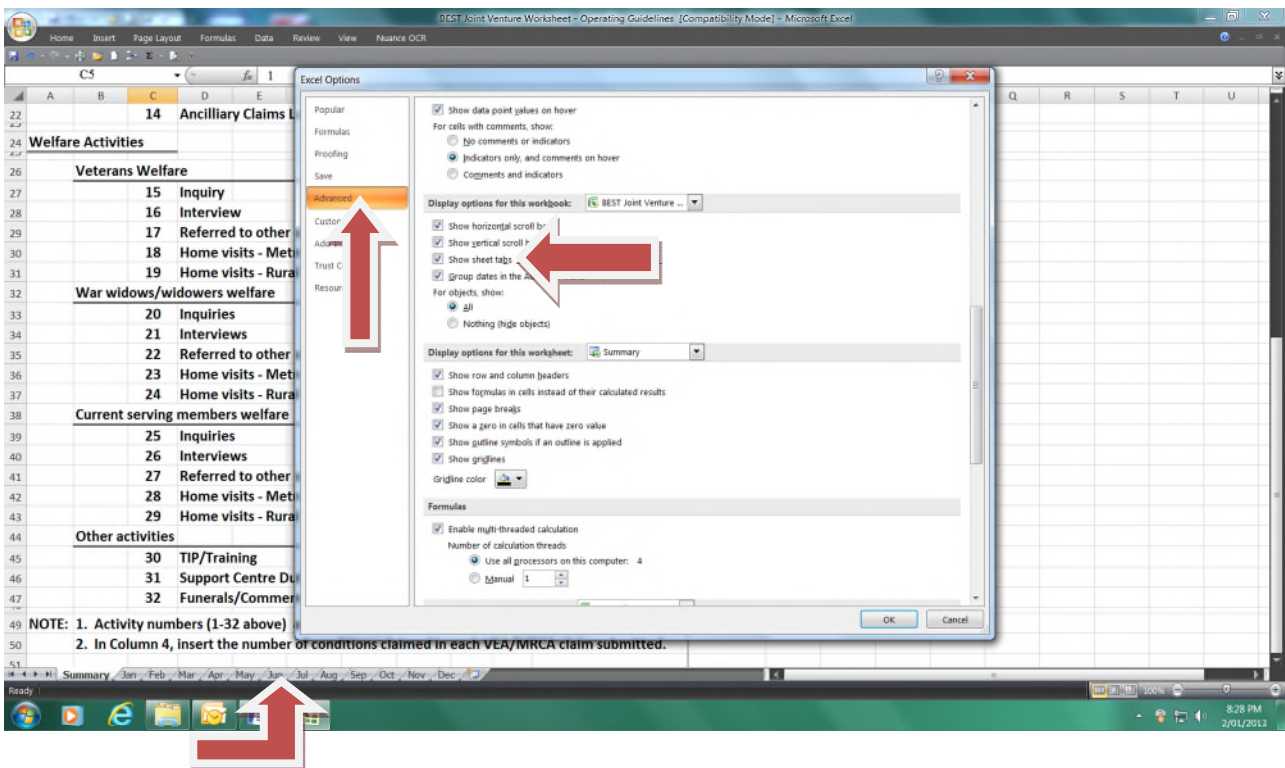
Activity Number	Activity Description
ACTIVITY TYPE WORKSHEET SUMMARY	
Pension/Entitlement Claim Activities	
1	General Inquiries (telephone, drop in, etc)
2	Interviews (gathering information & documents for Service or Disability Claim)
3	Preparation of Claims for Activity Numbers 4 to 14
VEA	
4	Primary Claim Lodged (Include number of conditions claimed in 4th Column)
5	Application for increase (AFI) Submitted
6	Request for Section 31 Review Lodged
7	VRB appeal (Section 137) Lodged
8	AAT appeal Submitted
MRCA	
9	Primary MRCA Claim Submitted
10	Application for MRCA Review Lodged
11	VRB Appeal Lodged
SRCA	
12	SRCA Claim Submitted
IS Claim	
13	Application for Income Support/Service Pensions/War Widows Claim Lodged
14	Ancillary Claims Lodged (Household appliance fittings/clothing allowance, etc.)
Welfare Activities	
Welfare Activities	
15	Inquiry
16	Interview
17	Referred to other organisations
18	Home visits - Metro

NOTE: If you are not able to see the 'Folder' bar, shown at the bottom of the previous screen (ie. Summary, Jan, Feb, Mar, etc.) then carry out the following actions:

'Left Click' on the **“Excel Logo”** at the top left corner of the screen, then *'Left Click'* on the **“Excel Options”** box at the bottom of the drop-down box:



On the Excel Options screen *'Left Click'* on the **“Advanced”** option line then *'scroll down'* to the heading **“Display options for this workbook”** and *'tick'* the box marked **“Show sheet tabs”**.



'Left Click' on the Folder month name at the bottom of the screen to allow data to be entered onto the appropriate month's record.

Activity data for each month is to be entered in the appropriate month folder.

