Primary and annual returns

Explained for Administrators

Managing and monitoring returns

Monitored returns is an important feature that allows you to identify who is required to submit a Primary or Annual Return and when it is due. Importantly, for this feature to function correctly you will need to ensure the commencement date (and end date if applicable) has been entered into *Attain* for users occupying positions that have been allocated a role of either ***elected member, CEO*** or ***designated employee.***

Important: Only these role types will be recognised by Attain as required to submit a Return.

Attain will tend to over report and cannot take into account returns submitted manually (i.e., paper forms). You can manage situations like this by using the unmonitoring function (see *Monitored Returns explained*) to remove unnecessary forms from the monitored list.

Monitored Returns explained

Monitored returns are returns that are due and have not yet been submitted. Using a logic based on a user's position and the role type assigned to their position, *Attain* will automatically create a list of returns that will most likely need to be submitted. An Administrator is then able to monitor all returns that are due during the returns submission period, as well as *Primary Returns* for users commencing a new role.

It is impossible to know every circumstance for each return, so *Attain* will always attempt to 'over-report' on the returns to provide the best possible chance of picking up forms that are due. It is a powerful tool for monitoring returns, but it is important to recognise that nothing can replace an Administrator's knowledge of a user's circumstances. For example, *Attain* might suggest a *Primary Return* is due for a particular user, but the user may have already submitted the paper version of the return. In this case, the Administrator has the option to *unmonitor* the form and add a note for auditing purposes (i.e. *paper form submitted*).

Monitoring new appointments for Primary Returns

Attain automatically monitors new appointments within the last 3-month period to identify if and when a *Primary Return* may be due. This means you need to exercise caution when back dating start dates prior to *Attain*'s 3-month monitoring period, especially if it involves positions with delegated authority.

Important: Attain will not generate an alert for a Primary Return if you backdate a user's start date in a delegated position beyond 3 months. This is because the form would already be overdue after 3 months.

Positions and Roles

Attain relies on the settings you choose when creating new organisation positions. Therefore, it is important that you choose the correct *organisational role* when creating or editing positions.

The *organisation role* determines the types of forms that are applicable to a given position. For example, a position that is defined with an organisation role of *elected member, CEO* or *designated employee*, will identify that any persons occupying these positions will be required to complete primary and annual returns, whereas a position with a role of *employee or authorised officer* will not.

Important: If you edit an existing position and change the organisational role from Designated Employee to Employee, any user occupying that position will no longer be monitored for Returns.

If an existing position has been set up with the organisational role of *Employee* and at some point, that position is changed to a designated position, you must edit the position *Role* in *Attain Administration* to change the organisational role to *Designated Employee* in order for the user to be monitored for Returns. Simply adding a position as a subdelegate to a delegation will not make a return appear.

Submitted forms

This is a list of returns that have been submitted. You should find that as this list is populated with completed returns, your monitored returns list will reduce, leaving only those that are still to be completed. You can select an individual entry in this table to see further details, download a copy of the form or request an acknowledgement receipt from the form recipient (if one has not been issued).

Printable Report

Select this tab to generate a customisable report of returns submitted or returns being monitored.

Returns Register

The Returns register will generate a printed record of each submitted annual and primary return, including acknowledgment receipts and any associated notes.

Note: If you are looking to generate a statutory register for returns (i.e. *Lodged Primary and Annual Returns (Regulation 29C)*), go to *Home* > *Forms* > *Statutory registers*.

Frequently asked questions

Q. I added a user to a designated officer role for a given date by mistake, then changed the position to a standard *Employee* role with the same date (that does not require a return to be completed). Will *Attain* still display a return for this user even though I corrected it?

A. No. *Attain* will only evaluate users who have been in a position for at least one day where the position's role requires a return to be completed. You may need to select the *Refresh this list* button under the *Monitored forms* > *Returns* tab after a change has been made

Q. I added a position for a new user and then realised they were previously in another position from years ago. If I add the older position, will this mess up the logic of reporting on returns that are due for this user?

A. No. *Attain* will only assess the dates of a user's position or role assignments for the last 3 months and during the monitored return periods. Historical positions will have no influence on the logic of reporting on returns that are due.

Q. We've just set up *Attain* with new users who have not yet logged in. Will *Attain* still report on these new users even though they have not logged in?

A. Yes. *Attain* will report on all users regardless of their registration and log in status, but it will only report on users if they have been assigned to at least one relevant position with an appointment or commencement date entered.

Q. I am viewing the monitored returns list and I can't see a particular user who I know is due to complete a return. Why is *Attain* not showing them?

A. Here is a list of things to check:

- Check the Submitted returns list first to see if the user has already submitted the return.
- Check the user's position has an appointment or commencement (start) date entered.
- Check the user's details to see if they are an active user.
- Confirm that the user's organisational role requires a return to be completed.
- Confirm that the user has been in the role within the last 3 months or during the *Annual Return* disclosure period (Start date or 1 July to 30 June).
- Finally, be sure the return has not been 'unmonitored' by filtering the list via the *Unmonitored returns only* option under the *Monitored forms* > *Returns* tab.

If you are concerned that *Attain* is not displaying the right information, please contact us and we will investigate.

Q. I have just added a new user who has started in a new role that requires returns to be completed. Will *Attain* display both a *Primary Return* and an *Annual Return* for this user in the list?

A. Yes. *Attain* will always report both forms by default. *Primary Returns* report on a user's start date only. Annual Returns report on the period including the day after the start date until 30 June of the current return period.

Q. I just added a user to a *Designated officer* role so that they will show up in the monitored list, but I can't see them. Why are they not showing up?

A. The monitored list will automatically update each day when you first log in and when you configure the monitored returns. If you are expecting to see a new user appear, select the *Refresh this list* button under the *Monitored forms* > *Returns* tab.

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Thank You

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