

## Operational Advisory Group (OAG)

24 August 2021 Meeting

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### Agenda

- ◆ Minutes and Actions (15 minutes)
- ◆ Proposed process for occupancy change request - VCA (C8) (30 minutes)
- ◆ Bilateral hub submission guidance (30 minutes)
- ◆ AOB (15 minutes)
  - Linked requests
  - F5 Complaint received date = SLA start date (new data item at submission)

Meeting date	Process/es to be reviewed
7 September	B3 (2 <sup>nd</sup> / questions) B7 (1 <sup>st</sup> reading)
21 September	B3 (final) B7 (2 <sup>nd</sup> / questions)
5 October	C2 (1 <sup>st</sup> reading) B7 (final)
19 October	C2 (2 <sup>nd</sup> / questions)
2 November	C3 (1 <sup>st</sup> reading) C2 (final)
16 November	