

Branch: IMS Note: Published KPIs are for public information purposes only, certain information may be excluded from the published version due to security reasons	
Technical indicator descriptions	REFUGEE Travel documents
Target title for 2015/16 APP 2.1.2	Identify the title of the target 80% of refugee travel documents issued within 90 working days
Indicator / Measure title 	Identify the title of the indicator Percentage (%) of refugee travel document issued within 90 working days (from the date of application at Refugee Reception Offices until travel document is ready at office of application)
Short definition 	Provide a brief explanation of what the indicator is with enough detail to give a general understanding of the indicator To issue 80% of Refugee Travel Documents within 90 working days in respect of applications lodged at Refugee Reception Offices.
Purpose/importance 	Explain what the indicator is intended to show and why it is important The department's service standards in terms of the Refugee Travel Document issuing process is critical to ensure that our clients receive transparent services with a level of predictability in terms of the duration required to finalize / issue products. This is also critical to show efficiency in operations. Refugee Travel Documents are critical to execute basic rights provided for in the Refugees Act. As such, predictable turnaround times are therefore key. Delays in issuance of Refugee Travel Documents may have a detrimental impact on the country's commitment to effective management of refugees.
Source documentation/information used 	Describe where the information comes from i.e. source of information that is used as a basis for actual performance achievements Application form. Master List (received and dispatched) and Skynet waybill (courier services)
Description of the source 	A description of where the information originates from - by indicating name of responsible unit, person/designation etc. Director: Repatriation & Integration Management (Responsible for Applications processing and issuance)
Description of processing activities (where applicable). 	Document the understanding for the performance processing for each target Refer to activity sheet
Standard operating procedure 	For each indicator or target indicate the standard operating procedure (where applicable): Not approved

System used	Name of system used to process performance information
	Manual process - Master List, Waybill, [NPR and NIIS only used for sampling, not a primary evidence source]
Type of system	Electronic or manual:
	Manual
Method of calculation	Describe clearly and specifically how the indicator is calculated
	<ol style="list-style-type: none"> 1. Group all refugee Travel Document applications received between 21 Nov 2014 and 19 November 2015. 2. Calculate how long it took to issue a refugee Travel Document from the date of receipt until documents are ready at office of application (the result is in number of days, excluding weekends and public holidays). 3. Calculate how many months it has taken for a refugee Travel Document to be issued (Number of days divide by 20 working days, the result is in number of months). 4. Formula: The number of refugee Travel Document issued within 90 working days must be divided by the total number of refugee Travel Document applications received from 21 November 2014 to 19 November 2015 equals to percentage of refugee Travel Document issued within 90 working days. 5. A refugee Travel Document will only be considered issued if it's process stage is at "Ready at office of application"
Baseline calculated against	Indicate the performance as at the end of previous financial year
	N/A
Availability of total population	The total population refers to the number and / or list of all members in a defined group. (If the indicator is a rate or percentage, indicate the numerator)
	List of all applications received which will mature during the period under review
Unit of measure	In what unit will the indicator be captured? (percentage/number/currency)
	1. The primary unit of measure is percentage
Data limitations	Identify any limitation with the indicator data, including factors that might be beyond the DHA's control
	N/A
Output reporting	Indicate responsibilities regarding output reporting, archiving, key steps iro reporting, data extraction, calculation and the checking thereof (where applicable)
	1. Who is responsible for reporting at business level?

	<p>1. Chief Director: Asylum Seekers Management (Responsibility Manager)</p> <p>2. Director: Repatriation & Integration Management (Responsible for Applications processing and issuance)</p> <p>2. Who archives the reports i.e. the person the AG will be in touch with for any form of business related reporting / Where can the collated information be found? / operational reporting level</p> <p>1. Director: Repatriation & Integration Management (Responsible for Applications processing and issuance)</p> <p>3. Activities/steps that goes into reporting at business level?:</p> <p>1. Quarterly reporting signed-off by the relevant business unit Senior Manager</p> <p>2. Consolidation of quarterly reports and evidence by the IMS Support</p> <p>3. Quarterly reporting as part of M&E process, annual progress reporting against planned target - reports submitted to Directorate M&E as part of quality assurance for quarterly reviews and annual report</p> <p>4. Annual progress reporting against planned target</p> <p>4. Who extracts data and frequency? (Designation of official)</p> <p>SOA: Repatriation & Integration Management</p> <p>5. Who checks data extraction? (Designation of official)</p> <p>ASD: Repatriation & Integration Management</p> <p>6. Who does the calculation? (Designation of official)</p> <p>ASD: Repatriation & Integration Management</p> <p>7. Who checks the calculation? (Designation of official)</p> <p>DD: Repatriation & Integration Management</p>
Frequency of reporting on this indicator	Indicate: e.g. monthly, quarterly and annually
	Quarterly and annually
Desired performance	Identify whether actual performance that is higher or lower than the targeted performance is desirable
	Issue 80% of Refugee Travel Document within 90 working days.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	Yes
Calculation type:	Identifies whether the reported performance is cumulative, or non-cumulative
	Non cumulative

Type of indicator:	Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity.
	Output (target) and efficiency

Key activity list (sheet):				
Target	80% of refugee travel documents issued within 90 working days			
Number	Activity	Responsibility for Each Activity	Evidence for Each Activity	% weight for each activity (importance of activity in relation to achieving the target)
1	Perform quality checking and capturing of the received application at the RRO	RRO Centre Manager	Original application form	25%
2	Verify refugee status on NIIS and Update NPR with expiry date	Director Repatriation	NIIS system	20%
3	Dispatched to BVR	Director Repatriation	Master List	10%
4	Update master list iro Travel documents dispatched by BVR to identified regional offices	Director Repatriation	Master List	20%
5	Obtain confirmation from identified Regional Offices that Travel documents have been received and are ready for collection and update master list accordingly	Director Repatriation	NPR print out Master list	25%