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 IDs
Target title for 2015/16	Identify the title of the target
APP 2.1.1	50% of refugee Identity Documents (first issue) issued within 90 working days
Indicator / Measure title	Identify the title of the indicator
	Percentage (%) of refugee IDs issued (first issue) within 90 working days (from the date of application at Refugee Reception Offices until 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 50% of Refugee IDs (first issues) 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 manual ID issuing process are 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 IDs are critical to execute basic rights provided for in the Refugees Act. As such, predictable turnaround times are therefore key.
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 forms. Master List (received and dispatched) and Sky Net waybill (courier services).
Description of the source	A description of where the information originates from - by indicating name of responsible unit, person/designation etc.
	1. Director: Repatriation & Integration Management (Responsible for applications processing and issuance) 2. Acting Chief Director: Asylum Seeker Management (Responsible for overseeing the overall management of the process)

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):
	SOP for Refugee IDs (signed off)
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
	1. Group all refugee ID applications received between 21 Nov 2014 and 19 November 2015.
	2. Calculate how long it took to issue a refugee ID 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 ID to be issued (Number of days divide by 20 working days; the result is in number of months).
	4.Formula: The number of refugee IDs issued within 90 working days must be divided by the total number of refugee ID applications received from 21 November 2014 to 19 November 2015 equals to percentage of refugee ID issued within 90 working days.
	5. A refugee ID 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
	50% (Estimated performance 2014/15)
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?
	1 Chief Director: Asylum Seekers Management (Responsibility Manager) 2. Director: Repatriation & Integration Management (Responsible for Applications processing and issuance)
	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
	1. Director: Repatriation & Integration Management)
	3. Activities/steps that goes into reporting at business level?
	Quarterly reporting signed-off by the relevant business unit Senior Manager Consolidation of quarterly reports and evidence by the IMS Support 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 Annual progress reporting against planned target
	4. Who extracts data and frequency? (Designation of official)
	SOA: Repatriation & Integration Management
	5. Who checks data extraction? (Designation of official)
	ASD: Repatriation & Integration Management
	6. Who does the calculation? (Designation of official)
	ASD: Repatriation & Integration Management
	7. Who checks the calculation? (Designation of official)
	DD: Repatriation & Integration Management

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 50% of Refugee IDs (first issues) within 90 working days.
New indicator:	Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year.
	No
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	50% of refugee Identity Documents (first issue) 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	Applicants duly complete forms and supporting documents at the RROs. RROs Clerks conduct quality assurance and thereafter register the applications on Excel Master-List.	RRO Centre Manager	Original application with DHA stamp and Master-List report	15%
2	Dispatch to Head Office (ASM)	RRO Centre Manager	Master list	5%
3	Head office receives application forms	Director Repatriation	Master list	10%
4	ID number allocated on NPR and updated on NIS	Director Repatriation	NPR and NIIS system report	10%
6	Pre-admit and print ID by ASM	Director Repatriation	NIIS system report	10%
7	Send to GPW for binding	Director Repatriation	Master list	10%
8	Collect from GPW and send to BVR for Lamination	Director Repatriation	Master list	10%
9	Collect from BVR and Update master list	Director Repatriation	Master list	10%
10	Dispatch to RRO	Director Repatriation	Master list Waybill	10%
11	RRO receives and communicate receipt with ASM	RRO Centre Manager	Waybill and Master list	10%