

Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Internal reviews - KPIs

Question reference number: HS 145

Senator: Cameron

Type of question: Written

Date set by the committee for the return of answer: 4 April 2016

Number of pages: 1

Question:

DHS Annual Report, p.13 shows that the Internal Review KPIs have not been met. What has been since October 2015 done to meet those KPIs?

Answer:

The department has applied a range of strategies to manage performance against the Internal Review Key Performance Indicator (KPI) including more targeted allocation of work and application of staff resources. For the 2015–16 financial year to 31 January 2016, the department has met this KPI.