

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Authorised Review Officers

Question reference number: HS 21 (SQ17-000102)

Senator: Pratt

Type of question: Hansard page 129

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Number of pages: 1

Question:

Senator PRATT: How many matters is each ARO expected to review at any time?

.....Are there KPIs for them?

Ms Campbell: I think the key performance indicator is about timeliness of reviews, how quickly we commit to claimants or recipients to try to get the review done by. I think that is the KPI that we are reporting on.

Senator PRATT: In terms of how long it takes—

Ms Campbell: How long it takes for us to undertake the review. I think we would have to take on notice anything further about the ARO work.

Answer:

The Department's Portfolio Budget Statement (PBS) key performance measure is that 70 per cent of internal reviews are finalised within 49 days.

The year to date achievement against the PBS target as at 31 May 2017 is 73 per cent of all reviews have been finalised within 49 days.