

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2016 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Internal reviews - KPIs

Question reference number: 53 (HS 61)

Senator: Siewert

Type of question: Written

Date set by the committee for the return of answer: 2 December 2016

Number of pages: 1

Question:

How many and what percentage of reviews by Authorised Review Officers were completed within the department's own timeframes in the last financial year?

Answer:

There were 97,580 internal reviews completed last financial year and 76.5 per cent of all internal reviews were finalised within the 49 day standard as reported in the Department of Human Services 2015-16 Annual Report.