

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0493) Program 2.1: Refugee and Humanitarian Assistance

Senator Hanson-Young asked:

Refugee assessment and judicial review: Are the IMR outcomes being measured against KPIs? What are these and where are they from?

Answer:

Yes. A number of KPIs, establishing reviewer and staff processing timeframes, were issued by the IPAO Chief Executive Officer on 31 May 2011 and is recorded in the document IPAO Procedure: Key Performance Indicators (IPAO REFERENCE NO.2011/31, issued 31/05/2011).

Independent merits review/independent protection assessment (IMR/IPA) outcomes are measured against the following KPI:

- Percentage of cases to be finalised within 90 days: 70% (from receipt of file by reviewer to date of receipt of written recommendation).