



## 2019-20 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 30 June 2020

### TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%	52.0%	-28.0%	52.0%	-28.0%
2 months or fewer	90%	56.0%	-34.0%	56.0%	-34.0%
3 months or fewer	97%	84.0%	-13.0%	84.0%	-13.0%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%				
2 months or fewer	90%				
3 months or fewer	97%				

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%				
2 months or fewer	90%				
3 months or fewer	97%				

  

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	80%				
2 months or fewer	90%				
3 months or fewer	97%				

### TIME TAKEN TO DECIDE VALID FAILURE TO RESPOND APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%	25.0%	-40.0%	25.0%	-40.0%
4 months or fewer	100%	75.0%	-25.0%	75.0%	-25.0%
Over 4 months	0%	25.0%	25.0%	25.0%	25.0%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%				
4 months or fewer	100%				
Over 4 months	0%				

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%				
4 months or fewer	100%				
Over 4 months	0%				

  

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	65%				
4 months or fewer	100%				
Over 4 months	0%				

### TIME TAKEN TO DECIDE VALID SUBSTANTIVE APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%	0.0%	-50.0%	0.0%	-50.0%
6 months or fewer	75%	0.0%	-75.0%	0.0%	-75.0%
12 months or fewer	95%	77.3%	-17.7%	77.3%	-17.7%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

  

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	50%				
6 months or fewer	75%				
12 months or fewer	95%				

### TIME TAKEN TO DECIDE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%	46.5%	-23.5%	46.5%	-23.5%
6 months or fewer	85%	48.8%	-36.2%	48.8%	-36.2%
12 months or fewer	97%	88.4%	-8.6%	88.4%	-8.6%

  

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

  

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

  

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
4 months or fewer	70%				
6 months or fewer	85%				
12 months or fewer	97%				

