

2022-23 REPORT ON INVESTIGATIONS PERFORMANCE KPIS as at 30 June 2022



TIME TAKEN TO VALIDATE ALL APPLICATIONS

Description	Target	QUARTER 1		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%	51.0%	-19.0%	51.0%	-19.0%
2 months or fewer	90%	96.0%	6.0%	96.0%	6.0%
3 months or fewer	97%	98.7%	1.7%	98.7%	1.7%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
2 months or fewer	90%				
3 months or fewer	97%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1 month or fewer	70%				
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	60%	47.6%	-12.4%	57.6%	-2.4%
4 months or fewer	100%	90.5%	-9.5%	90.5%	-9.5%
Over 4 months	0%	9.5%	9.5%	9.5%	9.5%

Description	Target	QUARTER 2		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				

Description	Target	QUARTER 3		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
4 months or fewer	100%				
Over 4 months	0%				

Description	Target	QUARTER 4		YTD	
		Actual	Variance	Actual	Variance
1.5 months or fewer	60%				
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%	7.5%	-42.5%	7.5%	-42.5%
6 months or fewer	75%	12.5%	-62.5%	12.5%	-62.5%
12 months or fewer	95%	82.5%	-12.5%	82.5%	-12.5%

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%	61.5%	-8.5%	61.5%	-8.5%
6 months or fewer	85%	65.4%	-19.6%	65.4%	-19.6%
12 months or fewer	97%	93.3%	-3.7%	93.3%	-3.7%

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%				

