

# s. 22(1)(a)(ii)

**Subject:** Performance/Productivity/KPI data and feedback  
**Date:** Friday, 18 December 2020 1:02:55 PM

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Hi Everyone,

s. 22(1)(a)(ii)

[Redacted]

The Exemption work we are doing has been separated into 2 groups with a minimum expectation KPI against each.

- [Redacted] s. 47E(d)
- All other exemption work - initial assessments completed – **10 per day**
- s. 22(1)(a)(ii)

[Redacted]

- Individual results may be impacted by other factors during the measured period – this is something for your supervisor to review and work through with you if necessary.

s. 22(1)(a)(ii)

[Redacted]

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Cheers

s. 22(1)(a)(ii)

Regards

s. 22(1)(a)(ii)

Assistant Director | s. 22(1)(a)(ii)

s. 22(1)(a)(ii) | Immigration Programs Division

Immigration and Settlement Services Group

Department of Home Affairs

P: s. 22(1)(a)(ii)

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**From:** s. 22(1)(a)(ii)  
**To:** [Redacted]  
**Subject:** Finalisation Numbers / Overtime [SEC=OFFICIAL]  
**Date:** Monday, 30 August 2021 4:48:08 PM

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**OFFICIAL**

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**From:** s. 22(1)(a)(ii)  
**Sent:** Tuesday, 23 March 2021 11:11 AM

s. 22(1)(a)(ii)

**Subject:** Finalisation Numbers / Overtime [SEC=OFFICIAL]

**OFFICIAL**

Morning all,

s. 22(1)(a)(ii)  
[Redacted]  
[Redacted]  
[Redacted] Consistently finalising less than 20 cases per day is not acceptable nor meeting the Border Measure branch expectations.

s. 47E(c)  
[Redacted]  
[Redacted]  
[Redacted]

s. 22(1)(a)(ii), s. 47E(c)  
[Redacted]  
[Redacted]  
[Redacted].

s. 22(1)(a)(ii), s. 47E(c)  
[Redacted]  
[Redacted]  
[Redacted]

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s. 22(1)(a)(ii), s. 47E(c)

Pls feel free to contact me if you wish to discuss any of the above.

Kind regards

s. 22(1)(a)(ii)

A/g Director

COVID-19 Border Measures - Operations

Immigration and Settlement Services Group

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| Performance Goal   | Measure  |
|--|--|
| Efficient and Effective Management of Work on Hand (managing work objectives to achieve results) | <ul style="list-style-type: none"> <li>• Seek advice where needed and escalate complex or sensitive cases in a timely manner.</li> <li>• Depending on complexity of requests, achieve a minimum average daily output of 15 - 20 client / assessments per FTE day.</li> <li>• Whilst working independently, it is reasonable to advise your manager when you have finalised your allocated cases so that more can be allocated.</li> <li>• Complete requests within the same day of allocation unless required to hold (RFI / Policy request)</li> <li>• Liaise with colleagues who process group requests to mitigate and de-conflict processing issues.</li> </ul>  |
| Maintain high level of Quality Assessments   | <ul style="list-style-type: none"> <li>• Use feedback from QA, Case reviews, GFU and other feedback mechanisms for the purposes of overall process improvement.</li> <li>• Provide feedback on the appropriateness and/or usability of agreed Procedural Instructions and policy settings.</li> <li>• Work independently and exercises sound judgement, with limited guidance to make assessments on travel exemption requests in accordance with policy and procedures.</li> <li>• Make assessments using good judgement, expertise and knowledge, under limited guidance.</li> <li>• Delegates should think broadly across all the material presented when making judgements to gain a sound understanding and expertise within the role.</li> </ul> |
| Active Corporate Contribution and engagement with relevant stakeholders                          | <ul style="list-style-type: none"> <li>• Actively participate in discussion and implementation of Network Transition, Mobility, WFH and peer-to-peer case discussions.</li> <li>• Participate in relevant working groups as required i.e. TEP W/G, team meetings as required.</li> <li>• Work collaboratively with officers across all Branches to deliver outcomes.</li> <li>• Prepare and escalate complex or sensitive exemption requests to the Inspector.</li> </ul>  |
| Maintain personal administration   | <ul style="list-style-type: none"> <li>• Demonstrate a capability, drive and resilience to manage evolving and continuous policy change within a critical operational environment.</li> <li>• Ensures their personal administration relating to flex, leave, attendance, performance and mandatory learning is kept up to date.</li> <li>• Maintains working from home arrangements (if applicable) ensuring hours are met and are agreed by direct supervisor.</li> <li>• Ensure a healthy work/life balance</li> </ul>   |