Australian Passport Office - Performance Framework

Key Performance Indicators	Relevance to the Australian Passport Office	Metrics for Self-Assessment
KPI 1: Regulators do not unnecessarily impede the efficient operation of regulated entities.	The Australian Passport Office (APO) issues Australian travel documents under a framework of legislation, policy and administration. The APO strives to continuously improve its service delivery and reduce unnecessary requirements for issuing travel documents, while maintaining the security, integrity and efficiency of the Australian passports system.	Measures taken to improve and refine the APO's service delivery and requirements for issuing travel documents. APO performance in meeting targets for processing passport applications once all required information has been submitted (10-day turnaround for ordinary passport applications and 2-day turnaround for priority processed passport applications) to ensure clients receive their passports in a timely and reliable manner.
KPI 2: Communication with regulated entities is clear, targeted and effective.	The APO communicates with clients through: APIS helpline, Australia Post agents, officers in DFAT passport offices and overseas posts, APO website, passport application forms, brochures, posters and through print and electronic media.	APO public communications material is clear, current and responsive to client needs. Client feedback, as measured by the APIS Call Centre Feedback Management Survey and the Australian Passport Office Client Satisfaction Survey, shows a satisfactory experience with communications from the APO and its agents.
KPI 3: Actions undertaken by regulators are proportionate to the regulatory risk being managed.	The APO continuously reviews and monitors its requirements for issuing travel documents to ensure they are proportionate and necessary to maintaining the security and integrity of Australian travel documents. The key risks being managed by the APO are: . identity theft and crime that uses passports as an enabler, such as financial fraud, drug smuggling and terrorism; . international parental child abduction; and . ensuring Australian travel documents meet International Standards so that Australian travel documents operate at every international border.	Measures/assessments the APO has undertaken to identify and reduce unnecessary requirements for issuing travel documents while maintaining the security, integrity and efficiency of the Australian passports system.

KPI 4: Compliance and monitoring approaches are streamlined and coordinated.	Client compliance involves: completing application forms honestly, in the accepted form and with the required payment; and using travel documents in accordance with the law (see offences in the *Australian Passports Act 2005* and other Commonwealth legislation).	The extent that APO's compliance and monitoring activities are streamlined and coordinated.
KPI 5: Regulators are open and transparent in their dealings with regulated entities.	The APO Client Service Charter sets out the standard of service passport clients can expect from the APO and its agents. The charter advises clients how and where to get passports information and what to do if services do not meet the standards outlined in the charter. The DFAT website provides information on the passports application process and system, including links to the passport legislation.	APO public communications material is clear, current and responsive to client needs. Client feedback, as measured by the APIS Call Centre Feedback Management Survey and the Australian Passport Office Client Satisfaction Survey, shows a satisfactory experience with communication from the APO and its agents.
KPI 6: Regulators actively contribute to the continuous improvement of regulatory frameworks.	The APO strives to continuously improve its passport processes within the framework of providing a secure, efficient and responsive service for Australians.	Measures/assessments the APO has undertaken to identify and reduce unnecessary requirements for issuing travel documents while maintaining the security, integrity and efficiency of the Australian passports system.