











HOW TO PREVENT DELAY

Agencies should adopt a triage system taking into account:



Vulnerabilities Establish a procedure to identify vulnerable individuals and give them priority 	Complexity Establish a procedure to identify complex requests and direct them to specialised staff 	Correcting errors Establish a procedure that allows simple errors to be corrected quickly 	Holistic case management Link multiple requests made by the same individual on a single file 
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Other ways to prevent administrative delay include:






Staff training Ensure staff are equipped with the knowledge and skills needed to perform their role 	Guidance Provide guidance to staff to support their discretionary decision-making 	Timely receipt of information Establish procedures and systems to support the timely receipt of relevant information 	Staff absences and turnover Establish procedures to anticipate and manage leave and turnover 
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HOW TO MANAGE DELAY

The following strategies can be used to mitigate the adverse impact of administrative delay:

Publish timeliness standards Publish timeliness standards for the completion of administrative actions 	Support vulnerable individuals Provide vulnerable individuals with referrals or access to support services, where appropriate 
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Establish procedures to guide staff communication with individuals:

Acknowledge requests Promptly confirm services requested, next steps, timeframes & point of contact 	Provide progress updates Provide updates on the status of requests for services either manually or through automated systems 	Request further information Establish procedures to identify gaps in information and request further information quickly 	Publicise timeframes Identify delays as soon as possible, and proactively provide reasons for delay and revised timeframes 	Backlogs Proactively advise affected individuals of any backlogs and when requests have been allocated for action 
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