





HOW TO PREVENT DELAY

Agencies should adopt a triage system taking into account:



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






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

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

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

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